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ABSTRACT

This report documents a research project conducted to ascertain what specific occupational competencies are necessary for employees in the food service industry. Questionnaires were mailed to employers, in restaurants and hospitals and to graduates of high school and postsecondary food service programs. The respondents completed 316 position evaluations in 16 different job classifications. Most of the document consists of the tabulated survey data, summarized to list the competencies needed for the 16 jobs areas by common elements for all 16 and also by competencies believed significant for specific jobs. From these data a curriculum will be constructed based on realistic food service job competencies and articulated among secondary education, postsecondary vocational education, technical education, and higher education. (MF)

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FINAL REPORT
Project No. 03-039-151-223

Identifying Competencies in the FOOD SERVICE INDUSTRY as RELATED TO CURRICULUM ARTICULATION

July, 1973

SOUTHWEST WISCONSIN VOCATIONAL-TECHNICAL INSTITUTE
Fennimore, Wisconsin

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FINAL REPORT

Project No. 03-039-151-223

IDENTIFYING COMPETENCIES IN THE FOOD SERVICE INDUSTRY

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B - copy of the letter and directions mailed to employers

C - copy of the letter and directions mailed to employees

D - list of members of the Steering Committee

E - list of members of the Wisconsin Food Service Curriculum Articulation Committee

F - list of members of the Competency Identification Committee

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SUMMARY

The research project was conducted to ascertain what specific occupational competencies are necessary for employees in the expanding and diversified Food Service industry.

Questionnaires were mailed to two hundred forty-four (244) hospitals, restaurants, and graduates. Seventy-five (75) respondents were divided into four groups, those who are:

graduates of high school food service programs
graduates of post-secondary food service programs
employers in restaurants
employers in hospitals

The respondents completed three hundred sixteen (316) position evaluations that include sixteen (16) different job classications. The positions evaluated include: Baker & Pastry Cook, Bartender, Busboy, Chef, Cook, Counter Person and/or Carhop, Dietary Aid, Food Service Supervisor, Food Service Worker, Host/Hostess, Kitchen Worker, Manager, Pantry Man/Woman, Short Order Cook, Sous Chef, and Waiter/ Waitress.

The data was received and tables prepared which summarize the competencies necessary for sixteen (16) different food service jobs. The data is listed by common elements for all sixteen (16) positions and job competencies that respondents believe are significant for a specific job are also indicated. This resultant data will be reviewed, assimilated and acted upon by a food service workshop that will construct curriculum based upon realistic competencies. The curriculum generated will not only be competency based but articulated between secondary education, post-secondary vocational education, technical education, and higher education.

CHAPTER I

INTRODUCTION

Problem and Need:

Currently within the State of Wisconsin in post-secondary education, there are six associate degree programs, one 2-year diploma program and eight 1-year diploma programs in addition to numerous secondary level courses and extension courses in the field of food service. At the secondary education level there are 25 food service educational programs. Most of these existing programs have separately developed curriculum. Considering the present expansion and innovations in the food service industry, it is vital that an articulation be made within the State for secondary and post-secondary vocational programs and associate degree programs within the food service industry.

The problem, therefore, is to develop guidelines to be used statewide for existing and proposed programs in secondary and post-secondary vocational-technical food service. At present there is not in existence a suggested statewide guide for the food service programs. It is believed that the development of a program of articulation would foster review of existing programs and assist institutions in developing new program offerings at appropriate educational levels.

The problem was ascertained at the Southwest Wisconsin Vocational-Technical Institute when a lack of information of an analytical nature was apparent that hindered staff efforts in integrating an existing vocational program with a proposed technical level food service program. Educators and students also are concerned with the apparent duplication of courses required

in the various food service programs. A definite need for a realistic career ladder in food service from secondary through associate degree programs with realistic job task competencies at each specific level has been identified.

The Objectives of the Study:

1. The main purpose of this study is to identify competencies that employers and employees consider necessary to perform the duties of different food service positions.

2. The resultant data from this study will be used to facilitate development of a statewide food service model for use in articulation of food service instruction within secondary and post-secondary vocational and technical programs related to realistic employment competencies.

3. The resultant data will enable the curriculum builders in the 1973 food service articulation workshop to design an articulated curriculum on the basis of competencies that will be recognized by employers and students as being occupationally realistic and relevant for the learner.

CHAPTER II

METHODOLOGY

Selection of Participants:

A random sample was selected from members of the Wisconsin Restaurant Association, hospitals in the State of Wisconsin, and 1971 and 1972 graduates of secondary and post-secondary food service programs in the state. Only graduates who are presently employed in the food service industry were included in the sample.

The questionnaire was mailed to 244 hospitals, restaurants, and graduates. Of the 244 questionnaires sent out, one hundred twenty-eight or 52.5% were to members of the restaurant association, ninety-two or 37.7% to graduates of food service programs and twenty-four or 9.8% to hospitals.

Design of the Questionnaire:

The first problem in designing the survey instrument was to ascertain the nature and specific kind of information desired. Since the information gathered was to be used to develop a model for statewide program articulation for secondary and post-secondary food service education, a survey instrument to determine industry and employee opinion in regard to competencies needed to perform different level jobs was developed.

Through use of the Dictionary of Occupational Titles, a list was composed of 63 different jobs to possibly include in the survey instrument. The competencies needed to perform these jobs were established using the job definitions from the Dictionary of Occupational Titles, course listings from school catalogs and other studies previously completed in the area of food service. Using job titles and competencies believed relevant, a sample questionnaire was developed. This sample questionnaire was presented to a

competency identification committee consisting of teachers and coordinators in secondary and post-secondary food service, general education instructors, employers and employees of food service establishments and the President of the Wisconsin Restaurant Association. This committee reviewed in depth the questionnaire during a one-day session and made suggestions as to the elimination and/or additions to the job titles and competencies included in the sample survey instrument. A copy of the final questionnaire is found as Appendix A.

This study is a beginning in a development process that will produce revised suggested curriculum for the food service programs in secondary and post-secondary education in Wisconsin. The project is intended to provide the Food Service Articulation Workshop with occupational competencies that employers and employees believe are essential for successful performance in the different jobs evaluated.

CHAPTER III

FINDINGS AND RESULTS

Seventy-five questionnaires were completed and returned for a 30.7% response. Thirty-five or 38.0% of the former students responded, thirteen or 54.2% of the hospitals and twenty-five or 21.1% of the restaurants. The respondents evaluated the following fourteen positions: Baker/Pastry Cook, Bartender, Busboy, Chef, Sous Chef, Cook, Short Order Cook, Counter Person and Carhop, Food Service Supervisor, Host/Hostess, Kitchen Helper, Manager, Pantry Man/Woman, Waiter/Waitress. The majority of hospitals also evaluated Dietary Aid and Food Service Worker, thus the original fourteen positions are supplemented by the two additions.

Three hundred and sixteen (316) position evaluations were completed by the seventy-five (75) respondents. They are divided on a rather even distribution among the sixteen (16) positions for which the competencies are being analyzed. Table I illustrates the distribution for percentage of response in each of the sixteen (16) positions.

The respondent population represented in the evaluation a total employment of 1,290, seven hundred thirty-three (733) in restaurants and five hundred fifty-seven (557) in hospitals.

Former students in addition to the competencies questionnaire, were asked what formal training they had received. Ten or 35.7% had vocational and on-the-job training, two or 7.1% had high school and on-the-job training, two or 7.1% had high school and vocational training, three or 10.7% had only vocational training, two or 7.1% had only high school training and three or 10.7% had

high school, vocational and on-the-job training. Six or 21.4% of the former students repsonding did not have formal training.

At the pre-session of the Food Service Articulation Workshop, the committee reviewed a rough draft of the assembled data. They established the following percentages as being significant for retaining or deleting a competency. If over 75% of the respondents believed the data did not have significance, the competency should be eliminated. Therefore, if a combination of the much and some columns equaled 25 percent of more, the competency should be included. In reviewing the following tables, the asterisks in the none columns indicate the competency possibly will not be utilized in the development of subsequent curriculum. Since the respondents have indicated a strong negative response, the competency should be carefully reviewed. Thus competencies without asterisks will be studied by the subsequent workshop for possible inclusion within resultant curriculum.

TABLE I

DISTRIBUTION OF POSITIONS EVALUATED

POSITION	NUMBER OF RESPONSES	PERCENT OF TOTAL RESPONSES
Baker	17	5.4
Bartender	18	5.7
Busboy	19	6.0
Chef	20	6.3
Cook	44	13.9
Counter Person and/or Carhop	13	4.1
Dietary Aid	10	3.2
Food Service Supervisor	19	6.0
Food Service Worker	6	1.9
Host/Hostess	17	5.4
Kitchen Helper	31	9.8
Manager	30	9.6
Pantry Man/Woman	15	4.7
Short Order Cook	21	6.6
Sous Chef	11	3.5
Waiter/Waitress	25	7.9
	316	100.0

The articulation project workshop, which will be a prime user of the data compiled in this report, has after considerable discussion, decided upon a 25% factor as being significant in the combined much and some columns. Using this 25% figure, Table 2 includes a list of competencies common to all 16 positions evaluated. The following table lists elements that are basic and necessary in job tasks for the food service positions studied.

TABLE 2

COMMON COMPETENCIES NECESSARY FOR POSITIONS EVALUATED

Basic Math Skills Including First Degree Algebra

Basic Principles of Hygiene

Basic Principles of Safety

Basic Principles of Sanitation

Compiles with Health and Sanitation Laws and Regulations

Human Relations/Psychology

Knowledge of First Aid

Reading

Shop or Trade Vocabulary

Speaking

Understanding Customer and Employee Relationships

Efficiency Improvements

Cleans Service Area

Uses and Cares for Equipment

Uses and Cares for Tools and Utensils

The tables of data which follow are organized alphabeticly, beginning with Baker and Pastry Cook. The D.O.T. code under each title represents a classification code obtained from the Dictionary of Occupational Titles, written and published by the United States Department of Labor. The codes are provided to allow the reader to obtain from the D.O.T., a proper definition of the occupational classifications utilized in this report.

TABLE 3

BAKER AND PASTRY COOK

(D.O.T. 313.781 & 313.381)

Prepares and bakes bread, rolls, biscuits, cakes, cookies, pies, puddings and desserts according to recipe.

In the twelve establishments reporting employment of bakers and pastry cooks, twenty are employed; eight in hospitals and twelve in restaurants.

Of the ten respondents who reported on whether they would be more likely to hire someone with training, 100% said yes.

Seventeen or 5.4% of the 316 positions evaluated were bakers and pastry cooks.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the duties of baker and/or pastry cook.

BAKER & PASTRY COOK

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 3

Number of Respondents 17

COMPETENCIES	MUCH	SOME	NONE
General Knowledge Basic Food Chemistry	41.2%	41.2%	17.6%
Basic Math Skills Including First Degree Algebra	11.8	35.3	52.9
Basic Principles of Hygiene	82.4	11.8	5.9
Basic Principles of Nutrition	35.3	47.1	17.6
Basic Principles of Safety	70.6	23.5	5.9
Basic Principles of Sanitation	76.5	11.8	11.8
Complies with Health & Sanitation Laws & Regulations	76.5	17.6	5.9
Human Relations/Psychology	17.6	23.5	58.8
Introduction to Computer Science	0	11.8	88.2*
Knowledge of First Aid	11.8	82.4	5.9
Reading	35.3	41.2	23.5
Shop or Trade Vocabulary	23.5	35.3	41.2
Speaking	5.9	23.5	70.6
Weights & Measures Including Metric	35.3	29.4	35.3
Writing & Spelling	29.4	35.3	35.3
Understanding Customer & Employee Relationships	29.4	41.2	29.4
Management & Supervision Adjusts Complaints	5.9	29.4	64.7
Arranges Parties & Special Services for Diners	29.4	5.9	64.7
Assigns & Schedules Work Duties	11.8	17.6	70.6

Baker & Pastry Cook
Page Two

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	0 %	29.4%	70.6%
Basic Principles of Marketing & Merchandising	23.5	23.5	52.9
Business & Industrial Relationships	5.9	29.4	64.7
Business Organization & Administration	5.9	29.4	64.7
Caters & Plans Special Functions	5.9	11.8	82.4*
Comprehends Facility Layout	17.6	29.4	52.9
Coordinates All Activities	11.8	17.6	70.6
Determines Policies, Portion Size, Control, Price Setting	17.6	5.9	76.5*
Economics: Production & Consumption	29.4	17.6	52.9
Efficiency Improvements	41.2	35.3	23.5
Inspects Kitchen & Dining Room	0	0	100.0*
Interviews, Hires & Discharges Employees	0	5.9	94.1*
Knowledgeable of Food Service Statutes & Laws	11.8	41.2	47.0
Knows Types of Commercial Food Service Operations	0	35.8	64.7
Sales Analysis	17.6	23.5	58.8
Supervises & Trains Employees	5.9	5.9	88.2*
Supervises Maintenance of Equipment	0	5.9	94.1*
Techniques of Management	11.8	23.5	64.7
Food Preparation Analyzes Meat	0	17.6	82.4*
Arranges Food Attractively	70.6	11.8	17.6
Carves Meats, Poultry & Other Dishes	0	11.8	88.2*

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	5.9%	17.6%	76.5%*
Decorates Food	58.8	17.6	23.5
Dietary Balance & Analysis	11.8	41.2	47.0
Knows Ingredients & Their Properties	70.6	17.6	11.8
Prepares Alcoholic Beverages & Cocktails	0	0	100.0*
Prepares Non Alcoholic Beverages & Cocktails	0	0	100.0*
Prepares & Arranges Buffet	11.8	5.9	82.4*
Prepares Basic Sauces, Gravies & Salad Dressings	5.9	17.6	76.5*
Prepares Bread & Rolls	70.6	17.6	11.8
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	82.4	5.9	11.8
Prepares Canapes & Hors d'oeuvres	29.4	17.6	52.9
Prepares Convenience Foods	17.6	29.4	52.9
Prepares Decorative Showpieces	35.3	17.6	47.1
Prepares Food Utilizing Microwave Cooking	11.8	5.9	82.4*
Prepares Fruits	11.8	23.5	64.7
Prepares Gourmet Foods & Unusual Dishes	17.6	11.8	70.6
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	5.9	5.9	88.2*
Prepares Salads	0	23.5	76.5*
Prepares Sandwiches & Sandwich Fillings	17.6	0	82.4*
Prepares Short Order Foods	5.9	0	94.1*
Prepares Soups	5.9	0	94.1*

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	5.9%	0 %	94.1%*
Sculptures in Ice	5.9	5.9	88.2*
Selects & Develops Recipes	29.4	5.9	64.7
Tastes Food Before Serving	29.4	17.6	52.9
Understands Recipes	52.9	5.9	41.2
Serving Checks Condiments	17.6	17.6	64.7
Checks Food & Drink Orders	5.9	11.8	82.4*
Portions Food on Plates	11.8	5.9	82.4*
Reads Menu & Explains Items	17.6	11.8	70.6
Refills Beverages at Table	0	0	100.0*
Removes Soiled Dishes From Table	0	0	100.0*
Sells Desserts From Dessert Tray	5.9	0	94.1*
Serves Food	5.9	5.9	88.2*
Sets Table Service	0	0	100.0*
Sets Up & Works at Steam Table	0	11.8	88.2%
Sets Up Food Trays	5.9	11.8	82.4*
Takes Orders	5.9	0	94.1*
Purchasing Controls Food Costs	23.5	23.5	52.9
Keeps Food Records & Inventory	11.8	23.5	64.7
Plans Menus	23.5	5.9	70.6
Purchases Equipment	5.9	5.9	88.2*
Purchases Food & Supplies	11.8	5.9	82.4*
Clerical Answers Telephone	5.9	23.5	70.6
Bookkeeping/Accounting	0	35.3	64.7

COMPETENCIES	MUCH	SOME	NONE
Calculation of Costs	23.5%	47.1%	29.4%
Greets Patrons	0	0	100.0*
Makes Monetary Change	0	5.9	94.1*
Operates Cash Register	0	0	100.0*
Records Time, Production & Sales	0	5.9	94.1*
Seats Patrons	0	0	100.0*
Takes Reservations	0	0	100.0*
Types Menus & Correspondence	0	0	100.0*
Maintenance Cleans Service Area	41.2	11.8	47.0
Makes Minor Repairs on Equipment	0	29.4	70.6
Organizes Work Area	52.9	17.6	29.4
Uses & Cares for Equipment	70.6	5.9	23.5
Uses & Cares for Tools & Utensils	58.8	17.6	23.5
Utilizes Knowledge of Food Spoilage & Contamination	70.6	0	29.4
Washes Dishes by Hand	11.8	0	88.2*
Washes Dishes Mechanically	5.9	5.9	88.2*

TABLE 4

BARTENDER

(D.O.T. 312.878)

Mixes and serves alcoholic and nonalcoholic beverages to patrons of a bar.

In the fourteen establishments reporting employment of bartenders, sixty-eight are employed in restaurants and none in hospitals. Two of the former students who responded are employed as bartenders.

Of the fifteen respondents who reported on whether they would be more likely to hire someone with training 66.7% said yes and 33.3% said no.

Employers reported that bartenders also perform the duties of host.

Eighteen or 5.7% of the three hundred sixteen positions evaluated were bartenders.

The following table lists the competencies surveyed, and the percentage of respondents who indicated a specific competency was needed to perform the duties of bartender.

BARTENDER

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 4

Number of Repondents 18

COMPETENCIES	MUCH	SOME	NONE
General Knowledge Basic Food Chemistry	11.1%	22.2%	66.7%
Basic Math Skills Including First Degree Alegebra	55.6	11.1	33.3
Basic Principles of Hygiene	83.3	11.1	5.6
Basic Principles of Nutrition	0	33.3	66.7
Basic Principles of Safety	72.2	27.8	0
Basic Principles of Sanitation	83.3	11.1	5.6
Complies with Health & Sanitation Laws and Regulations	77.8	16.7	5.6
Human Relations/Psychology	72.2	11.1	16.7
Introduction to Computer Science	11.1	5.6	83.3*
Knowledge of First Aid	38.9	55.6	5.6
Reading	55.6	27.8	16.7
Shop or Trade Vocabulary	22.2	22.2	55.6
Speaking	55.6	22.2	22.2
Weights & Measures Including Metric	16.7	27.8	55.6
Writing & Spelling	38.9	22.2	38.9
Understanding Customer and Employee Relationships	61.1	22.2	16.7
Management & Supervision Adjusts Complaints	61.1	16.7	22.2
Arranges Parties and Special Services for Diners	16.7	16.7	66.7
Assigns & Schedules Work Duties	16.7	11.1	72.2

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	27.8%	27.8%	44.4%
Basic Principles of Marketing and Merchandising	44.4	38.9	16.7
Business & Industrial Relationships	38.9	11.1	50.0
Business Organization & Administration	27.8	11.1	61.1
Caters & Plans Special Functions	5.6	5.6	88.9*
Comprehends Facility Layout	33.3	11.1	55.6
Coordinates All Activities	11.1	11.1	77.8*
Determines Policies, Portion Size, Control, Price Setting	5.6	5.6	88.9*
Economics: Production & Consumption	27.8	11.1	61.1
Efficiency Improvements	50.0	33.3	16.7
Inspects Kitchen & Dining Room	5.6	0	94.4*
Interviews, Hires & Discharges Employees	5.6	11.1	83.3*
Knowledgeable of Food Service Statutes & Laws	0	5.6	94.4*
Knows Types of Commercial Food Service Operations	16.7	0	83.3*
Sales Analysis	33.3	11.1	55.6
Supervises & Trains Employees	16.7	22.2	61.1
Supervises Maintenance of Equipment	11.1	5.6	83.3*
Techniques of Management	22.2	16.7	61.1
Food Preparation			
Analyzes Meat	0	11.1	88.9*
Arranges Food Attractively	0	11.1	88.9*
Carves Meats, Poultry & Other Dishes	0	5.6	94.4*

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	5.6%	5.6%	88.9%*
Decorates Food	0	5.6	94.4*
Dietary Balance & Analysis	0	16.7	83.3*
Knows Ingredients & Their Properties	44.4	0	55.3
Prepares Alcoholic Beverages & Cocktails	83.3	16.7	0
Prepares Non Alcoholic Beverages & Cocktails	61.1	22.2	16.7
Prepares & Arranges Buffet	0	5.6	94.4*
Prepares Basic Sauces, Gravies & Salad Dressings	0	5.6	94.4*
Prepares Bread & Rolls	0	5.6	94.4*
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	0	5.6	94.4*
Prepares Canapes & Hors d'oeuvres	0	5.6	94.4*
Prepares Convenience Foods	0	5.6	94.4*
Prepares Decorative Showpieces	0	5.6	94.4*
Prepares Food Utilizing Microwave Cooking	0	5.6	94.4*
Prepares Fruits	0	11.1	88.9*
Prepares Gourmet Foods & Unusual Dishes	0	5.6	94.4*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	0	5.6	94.4*
Prepares Salads	0	5.6	94.4*
Prepares Sandwiches & Sandwich Fillings	0	5.6	94.4*
Prepares Short Order Foods	0	11.1	88.9*
Prepares Soups	0	5.6	94.4*

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	0 %	5.6%	94.4%*
Sculptures in Ice	16.7	0	83.3*
Selects & Develops Recipes	5.6	11.1	83.3*
Tastes Food Before Serving	0	5.6	94.4*
Understands Recipes	16.7	5.6	77.8*
Serving			
Checks Condiments	5.6	11.1	83.3*
Checks Food & Drink Orders	22.2	27.8	50.0
Portions Food on Plates	0	11.1	88.9*
Reads Menu & Explains Items	22.2	0	77.8*
Refills Beverages at Table	16.7	5.6	77.8*
Removes Soiled Dishes From Table	5.6	5.6	88.9*
Sells Desserts From Dessert Tray	0	5.6	94.4*
Serves Food	0	11.1	88.9*
Sets Table Service	0	5.6	94.4*
Sets Up & Works at Steam Table	0	5.6	94.4*
Sets Up Food Trays	0	5.6	94.4*
Takes Orders	38.9	5.6	55.6
Purchasing			
Controls Food Costs	5.6	5.6	88.9*
Keeps Food Records & Inventory	5.6	11.1	83.3*
Plans Menus	0	5.6	94.4*
Purchases Equipment	0	5.6	94.4*
Purchases Food & Supplies	0	5.6	94.4*
Clerical			
Answers Telephone	55.6	22.2	22.2

COMPETENCIES	MUCH	SOME	NONE
Bookkeeping/Accounting	16.7%	27.8%	55.6%
Calculation of Costs	44.4	27.8	27.8
Greets Patrons	50.0	5.6	44.4
Makes Monetary Change	50.0	11.1	38.9
Operates Cash Register	66.7	5.6	27.8
Records Time, Production & Sales	5.6	5.6	88.9*
Seats Patrons	0	0	100.0*
Takes Reservations	22.2	11.1	66.7
Types Menus & Correspondence	0	5.6	94.4*
Maintenance Cleans Service Area	38.9	27.8	33.3
Makes Minor Repairs on Equipment	11.1	22.2	66.7
Organizes Work Area	38.9	11.1	50.0
Uses and Cares for Equipment	33.3	16.7	50.0
Uses & Cares for Tools & Utensils	55.6	27.8	16.7
Utilizes Knowledge of Food Spoilage and Contamination	22.2	11.1	66.7
Washes Dishes by Hand	22.2	22.2	55.6
Washes Dishes Mechanically	22.2	16.7	61.1

TABLE 5

BUSBOY

(D.O.T. 311.878)

Cleans, sets tables and performs other duties to facilitate food service.

In the seventeen establishments reporting employment of busboys, seventy-five are employed in restaurants and none in hospitals.

Of the seventeen respondents who reported on whether they would be more likely to hire someone with training 23.5% said yes and 76.5% said no.

Nineteen or 6% of the three hundred sixteen positions evaluated were busboys.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the duties of busboy.

BUSBOY

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 5 Number of Respondents 19

COMPETENCIES	MUCH	SOME	NONE
General Knowledge Basic Food Chemistry	5.3%	26.3%	68.4%
Basic Math Skills Including First Degree Algebra	0	26.3	73.7
Basic Principles of Hygiene	57.9	26.3	15.8
Basic Principles of Nutrition	5.3	5.3	89.5*
Basic Principles of Safety	47.4	36.8	15.8
Basic Principles of Sanitation	52.6	26.3	21.1
Complies with Health & Sanitation Laws & Regulations	68.4	15.8	15.8
Human Relations/Psychology	21.1	21.1	57.9
Introduction to Computer Science	0	0	100.0*
Knowledge of First Aid	10.5	68.4	21.1
Reading	26.3	31.6	42.1
Shop or Trade Vocabulary	10.5	21.1	68.4
Speaking	21.1	21.1	57.9
Weights & Measures Including Metric	5.3	5.3	89.5*
Writing & Spelling	10.5	26.3	63.2
Understanding Customer & Employee Relationships	15.8	42.1	42.1
Management & Supervision Adjusts Complaints	0	10.5	89.5*
Arranges Parties & Special Services for Diners	0	5.3	94.7*
Assigns & Schedules Work Duties	0	0	100.0*

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	0 %	5.3%	94.7%*
Basic Principles of Marketing & Merchandising	0	10.5	89.5*
Business & Industrial Relationships	0	15.8	84.2*
Business Organization & Administration	5.3	5.3	89.5*
Caters & Plans Special Functions	0	5.3	94.7*
Comprehends Facility Layout	5.3	10.5	84.2*
Coordinates All Activities	5.3	10.5	84.2*
Determines Policies, Portion Size, Control, Price Setting	0	5.3	94.7*
Economics: Production & Consumption	5.3	5.3	89.5*
Efficiency Improvements	21.1	21.1	57.9
Inspects Kitchen & Dining Room	0	10.5	89.5*
Interviews, Hires & Dischrages Employees	0	5.3	94.7*
Knowledgeable of Food Service Statutes & Laws	5.3	0	94.7*
Knows Types of Commercial Food Service Operations	0	10.5	89.5*
Sales Analysis	0	0	100.0*
Supervises & Trains Employees	5.3	0	94.7*
Supervises Maintenance of Equipment	0	5.3	94.7*
Techniques of Management	10.5	5.3	84.2*
Food Preparation Analyzes Meat	0	5.3	94.7*
Arranges Food Attractively	0	0	100.0*
Carves Meats, Poultry & Other Dishes	0	0	100.0*

Busboy
Page Three

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	0 %	5.3%	94.7%*
Decorates Food	0	5.3	94.7*
Dietary Balance & Analysis	0	0	100.0*
Knows Ingredients & Their Properties	5.3	10.5	84.2*
Prepares Alcoholic Beverages & Cocktails	0	0	100.0*
Prepares Non Alcoholic Beverages & Cocktails	5.3	0	94.7*
Prepares & Arranges Buffet	0	0	100.0*
Prepares Basic Sauces, Gravies & Salad Dressings	0	5.3	94.7*
Prepares Bread & Rolls	0	5.3	94.7*
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	0	5.3	94.7*
Prepares Canapes & Hors d'oeuvres	0	5.3	94.7*
Prepares Convenience Foods	0	5.3	94.7*
Prepares Decorative Showpieces	0	5.3	94.7*
Prepares Food Utilizing Microwave Cooking	0	5.3	94.7*
Prepares Fruits	0	5.3	94.7*
Prepares Gourmet Foods & Unusual Dishes	0	5.3	94.7*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	0	5.3	94.7*
Prepares Salads	0	10.5	89.5*
Prepares Sandwiches & Sandwich Fillings	0	10.5	89.5*
Prepares Short Order Foods	0	5.3	94.7*

COMPETENCIES	MUCH	SOME	NONE
Prepares Soups	0 %	5.3%	94.7%*
Prepares Vegetables	0	10.5	89.5*
Sculptures in Ice	0	0	100.0*
Selects & Develops Recipes	0	0	100.0*
Tastes Food Before Serving	0	0	100.0*
Understands Recipes	0	0	100.0*
Serving			
Checks Condiments	10.5	5.3	84.2*
Checks Food & Drink Orders	5.3	10.5	84.2*
Portions Food on Plates	0	5.3	94.7*
Reads Menu & Explains Items	10.5	5.3	84.2*
Refills Beverages at Table	31.6	15.8	52.6
Removes Soiled Dishes From Table	78.9	15.8	5.3
Sells Desserts From Dessert Tray	0	10.5	89.5*
Serves Food	5.3	15.8	78.9*
Sets Table Service	68.4	15.8	15.8
Sets Up & Works at Steam Table	0	21.1	78.9*
Sets Up Food Trays	5.3	10.5	84.2*
Takes Orders	0	15.8	84.2*
Purchasing			
Controls Food Costs	0	5.3	94.7*
Keeps Food Records & Inventory	0	5.3	94.7*
Plans Menus	0	5.3	94.7*
Purchases Equipment	0	0	100.0*
Purchases Food & Supplies	0	0	100.0*

COMPETENCIES	MUCH	SOME	NONE
Clerical			
Answers Telephone	5.3%	15.8%	78.9%*
Bookkeeping/Accounting	0	5.3	94.7*
Calculation of Costs	0	5.3	94.7*
Greets Patrons	10.5	15.8	73.7
Makes Monetary Change	0	10.5	89.5*
Operates Cash Register	0	15.8	84.2*
Records Time, Production & Sales	0	0	100.0*
Seats Patrons	0	0	100.0*
Takes Reservations	0	0	100.0*
Types Menus & Correspondence	0	0	100.0*
Maintenance			
Cleans Service Area	52.6	15.8	31.6
Makes Minor Repairs on Equipment	0	15.8	84.2*
Organizes Work Area	21.0	5.3	73.7
Uses & Cares for Equipment	15.8	15.8	68.4
Uses & Cares for Tools & Utensils	21.1	21.1	57.9
Utilizes Knowledge of Food Spoilage & Contamination	10.5	10.5	78.9*
Washes Dishes by Hand	21.0	31.6	47.4
Washes Dishes Mechanically	21.1	36.8	42.1

TABLE 6

CHEF

(D.O.T. 313.131)

Supervises, coordinates and participates in activities of cooks and other kitchen personnel engaged in preparing and cooking foods.

In the thirteen establishments reporting employment of chefs, seventeen are employed; three in hospitals and fourteen in restaurants. Three of the former students who responded are employed as chefs.

Of the eleven respondents who reported on whether they would be more likely to hire someone with training, 90.9% said yes and 9.1% said no.

Employers reported that chefs sometimes perform the duties of managers, and cooks.

Twenty or 6.3% of the three hundred sixteen positions evaluated were chefs.

The following table lists the competencies surveyed, and the percentage of respondents who indicated a specific competency was needed to perform the duties of chef.

CHEF

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 6

Number of Respondents 20

COMPETENCIES	MUCH	SOME	NONE
General Knowledge Basic Food Chemistry	75.0%	15.0%	10.0%
Basic Math Skills Including First Degree Algebra	40.0	25.0	35.0
Basic Principles of Hygiene	80.0	20.0	0
Basic Principles of Nutrition	70.0	30.0	0
Basic Principles of Safety	60.0	35.0	5.0
Basic Principles of Sanitation	70.0	25.0	5.0
Complies with Health & Sanitation Laws & Regulations	85.0	15.0	0
Human Relations/Psychology	50.0	20.0	30.0
Introduction to Computer Science	5.0	25.0	70.0
Knowledge of First Aid	45.0	40.0	15.0
Reading	50.0	35.0	15.0
Shop or Trade Vocabulary	40.0	25.0	35.0
Speaking	35.0	30.0	35.0
Weights & Measures Including Metric	50.0	20.0	30.0
Writing & Spelling	45.0	40.0	15.0
Understanding Customer & Employee Relationships	55.0	25.0	20.0
Management & Supervision Adjusts Complaints	45.0	15.0	40.0
Arranges Parties and Special Services for Diners	55.0	25.0	20.0
Assigns & Schedules Work Duties	60.0	15.0	25.0

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	5.0%	35.0%	60.0%
Basic Principles of Marketing & Merchandising	40.0	25.0	35.0
Business & Industrial Relationships	35.0	20.0	45.0
Business Organization and Administration	20.0	40.0	40.0
Caters & Plans Special Functions	45.0	25.0	30.0
Comprehends Facility Layout	75.0	15.0	10.0
Coordinates All Activities	50.0	25.0	25.0
Determines Policies, Portion Size, Control, Price Setting	55.0	20.0	25.0
Economics: Production & Consumption	30.0	35.0	35.0
Efficiency Improvements	55.0	25.0	20.0
Inspects Kitchen & Dining Room	50.0	30.0	20.0
Interviews, Hires & Discharges Employees	30.0	25.0	45.0
Knowledgeable of Food Service Statutes & Laws	70.0	30.0	0
Knows Types of Commercial Food Service Operations	55.0	35.0	10.0
Sales Analysis	30.0	25.0	45.0
Supervises & Trains Employees	70.0	20.0	10.0
Supervises Maintenance of Equipment	45.0	25.0	30.0
Techniques of Management	60.0	15.0	25.0
Food Preparation Analyzes Meat	65.0	15.0	20.0
Arranges Food Attractively	75.0	10.0	15.0
Carves Meats, Poultry, & Other Dishes	65.0	15.0	20.0

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	20.0%	35.0%	45.0%
Decorates Food	80.0	20.0	0
Dietary Balance & Analysis	40.0	40.0	20.0
Knows Ingredients & Their Properties	85.0	15.0	0
Prepares Alcoholic Beverages & Cocktails	0	10.0	90.0*
Prepares Non Alcoholic Beverages & Cocktails	15.0	20.0	65.0
Prepares & Arranges Buffet	55.0	30.0	15.0
Prepares Basic Sauces, Gravies & Salad Dressings	80.0	10.0	10.0
Prepares Bread & Rolls	50.0	20.0	30.0
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	55.0	25.0	20.0
Prepares Canapes & Hors d'oeuvres	65.0	25.0	10.0
Prepares Convenience Foods	50.0	20.0	30.0
Prepares Decorative Showpieces	60.0	25.0	15.0
Prepares Food Utilizing Microwave Cooking	45.0	15.0	40.0
Prepares Fruits	40.0	30.0	30.0
Prepares Gourmet Foods & Unusual Dishes	60.0	25.0	15.0
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	65.0	20.0	15.0
Prepares Salads	40.0	30.0	30.0
Prepares Sandwiches & Sandwich Fillings	35.0	25.0	40.0
Prepares Short Order Foods	30.0	25.0	45.0

COMPETENCIES	MUCH	SOME	NONE
Prepares Soups	75.0%	25.0%	0 %
Prepares Vegetables	60.0	20.0	20.0
Sculptures in Ice	25.0	15.0	60.0
Selects & Develops Recipes	85.0	10.0	5.0
Tastes Food Before Serving	70.0	15.0	15.0
Understands Recipes	90.0	10.0	0
Serving			
Checks Condiments	35.0	30.0	35.0
Checks Food & Drink Orders	30.0	20.0	50.0
Portions Food On Plates	70.0	15.0	15.0
Reads Menu & Explains Items	45.0	20.0	35.0
Refills Beverages at Table	5.0	20.0	75.0
Removes Soiled Dishes from Table	5.0	15.0	80.0*
Sells Desserts from Dessert Tray	5.0	10.0	85.0*
Serves Food	15.0	25.0	60.0
Sets Table Service	5.0	20.0	75.0
Sets Up & Works at Steam Table	50.0	25.0	25.0
Sets Up Food Trays	15.0	20.0	65.0
Takes Orders	10.0	10.0	80.0*
Purchasing			
Controls Food Costs	80.0	20.0	0
Keeps Food Records & Inventory	65.0	30.0	5.0
Plans Menus	60.0	20.0	20.0
Purchases Equipment	15.0	25.0	60.0
Purchases Food & Supplies	35.0	45.0	20.0

COMPETENCIES	MUCH	SOME	NONE
Clerical			
Answers Telephone	30.0%	30.0%	40.0%
Bookkeeping/Accounting	30.0	50.0	20.0
Calculation of Costs	85.0	10.0	5.0
Greets Patrons	0	25.0	75.0
Makes Monetary Change	0	15.0	85.0*
Operates Cash Register	0	15.0	85.0*
Records Time, Production & Sales	20.0	25.0	55.0
Seats Patrons	5.0	15.0	80.0*
Takes Reservations	10.0	20.0	70.0
Types Menus & Correspondence	20.0	15.0	65.0
Maintenance			
Cleans Service Area	35.0	20.0	45.0
Makes Minor Repairs on Equipment	25.0	45.0	30.0
Organizes Work Area	70.0	20.0	10.0
Uses & Cares for Equipment	80.0	20.0	0
Uses & Cares for Tools & Utensils	80.0	15.0	5.0
Utilizes Knowledge of Food Spoilage & Contaimination	90.0	10.0	0
Washes Dishes by Hand	15.0	15.0	70.0
Washes Dishes Mechanically	15.0	10.0	75.0

TABLE 7

COOK

(D.O.T. 313.381)

Prepares, seasons and cooks soups, meats, vegetables, desserts and other foodstuffs.

In the twenty-seven establishment reporting employment of cooks, eighty-seven are employed; fifty-two in hospitals and thirty-five in restaurants. Eleven of the former students who responded are employed as cooks in restaurants.

Of the twenty-two respondents who reported on whether they would be more likely to hire someone with training, 100% of the hospitals and 92.8% of the restaurants said yes and none of the hospitals and 7.2% of the restaurants said no.

Employers reported that cooks may also perform the duties of dietary aids and bakers in hospitals. In restaurants they may perform the duties of butchers, bakers, chefs, managers, kitchen helpers and short order cooks.

Forty-four or 13.9% of the three hundred sixteen positions evaluated were cooks.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the job of cook. In the evaluation of cooks, the total is broken out into hospitals and restaurants to differentiate the duties in each type of establishment.

COOK

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 7

Number of Respondents 44

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
General Knowledge Basic Food Chemistry	38.6	30.8	41.9	40.9	46.2	38.7	20.5	23.1	19.5
Basic Math Skills Including First Degree Algebra	31.8	30.8	32.2	31.8	46.2	25.8	36.4	23.1	41.9
Basic Principles of Hygiene	70.5	69.2	71.0	22.7	23.1	22.6	6.8	7.7	6.4
Basic Principles of Nutrition	50.0	53.8	48.4	31.8	38.5	29.0	18.2	7.7	22.6
Basic Principles of Safety	70.5	76.9	67.7	20.5	15.4	22.6	9.1	7.7	9.7
Basic Principles of Sanitation	72.7	76.9	71.0	18.2	15.4	19.3	9.1	7.7	9.7
Complies with Health & Sanitation Laws & Regulations	77.3	69.2	80.6	11.4	15.4	9.7	11.4	15.4	9.7
Human Relations/ Psychology	31.8	15.4	38.7	43.2	76.9	29.0	25.0	7.7	32.3
Introduction to Computer Science	6.8	0	9.7	11.4	23.1	6.4	81.8	76.9*	83.9*
Knowledge of First Aid	40.9	38.5	41.9	43.2	23.1	51.6	15.9	38.5	6.5
Reading	54.5	61.5	51.6	22.7	30.8	19.4	22.7	7.7	29.0
Shop or Trade Vocabulary	27.3	15.4	32.2	27.3	46.2	19.4	45.4	38.5	48.4
Speaking	38.6	46.2	35.5	18.2	30.8	12.9	43.2	23.1	51.6
Weights & Measures Including Metric	47.7	53.8	45.2	22.7	30.8	19.4	29.5	15.4	35.5
Writing & Spelling	40.9	46.2	38.7	34.1	53.8	25.8	25.0	0	35.5

Cook
Page Two

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Understanding Customer & Employee Relationships	45.5	38.5	48.4	31.8	46.2	25.8	22.7	15.4	25.8
Management & Supervision Adjusts Complaints	25.0	15.4	29.0	25.0	46.2	16.1	50.0	38.5	54.8
Arranges Parties & Special Services for Diners	27.3	23.1	29.0	22.0	15.4	29.0	47.7	61.5	41.9
Assigns & Schedules Work Duties	15.9	23.1	12.9	25.0	30.8	22.6	59.1	46.2	64.5
Basic Principles of Advertising	20.5	7.7	25.8	20.5	23.1	19.4	59.1	69.2	54.8
Basic Principles of Marketing & Merchandising	25.0	23.1	25.8	29.5	23.1	32.3	45.5	53.8	41.9
Business & Industrial Relationships	6.8	0	9.7	25.0	23.1	25.8	68.2	76.9*	64.5
Business Organization & Administration	11.4	0	16.1	22.7	23.1	22.6	65.9	76.9*	61.3
Caters & Plans Special Functions	13.6	0	19.4	25.0	46.2	16.1	61.4	53.8	64.5
Comprehends Facility Layout	36.4	46.2	32.2	18.2	15.4	19.4	45.4	38.5	48.4
Coordinates All Activities	15.9	15.4	16.1	18.2	15.4	19.4	65.9	69.2	64.5
Determines Policies, Portion Size, Control Price Setting	15.9	7.7	19.4	25.0	15.4	29.0	59.1	76.9*	51.6
Economics: Production & Consumption	18.2	15.4	19.4	38.6	30.8	41.9	43.2	53.8	38.7
Efficiency Improvements	50.0	46.2	51.6	36.4	46.2	32.3	13.6	7.7	16.1
Inspects Kitchen & Dining Room	15.9	15.4	16.1	13.6	15.4	12.9	70.5	69.2	71.0
Interviews, Hires & Discharged Employees	6.8	0	9.7	11.4	7.7	12.9	81.8	92.3*	77.4*

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Knowledgeable of Food Service Statutes & Laws	25.0	23.1	25.8	34.1	38.5	32.3	40.9	38.5	41.9
Knows Types of Commercial Food Service Operations	25.0	7.7	32.2	22.7	30.8	19.4	52.3	61.5	48.4
Sales Analysis	13.6	0	19.4	20.5	30.8	16.1	65.9	69.2	64.5
Supervises & Trains Employees	18.2	23.1	16.1	34.1	23.1	38.7	47.7	53.8	45.2
Supervises Maintenance of Equipment	4.5	0	6.5	18.2	23.1	16.1	77.3	76.9*	77.4*
Techniques of Management	25.0	23.1	25.8	31.8	38.5	29.0	43.2	38.5	45.2
Food Preparation Analyzes Meat	50.0	53.8	48.4	36.4	38.5	35.5	13.6	7.7	16.1
Arranges Food Attractively	70.4	84.6	64.5	18.2	15.4	19.4	11.4	0	16.1
Carves Meats, Poultry & Other Dishes	63.6	53.8	67.7	27.3	30.8	25.8	9.1	15.4	6.5
Comprehends & Utilizes Diet Therapy	25.0	53.8	12.9	27.3	38.5	22.6	47.7	7.7	64.5
Decorates Food	47.7	38.5	51.6	31.8	46.2	25.8	20.5	15.4	22.6
Dietary Balance & Analysis	29.5	30.8	29.0	34.1	46.2	29.0	36.4	23.1	41.9
Knows Ingredients & Their Properties	61.4	84.6	51.6	25.0	15.4	29.0	13.6	0	19.4
Prepares Alcoholic Beverages & Cocktails	0	0	0	6.8	7.7	6.5	93.2	92.3*	93.5*
Prepares Non Alcoholic Beverages & Cocktails	4.5	7.7	3.2	11.4	7.7	12.9	84.1	84.6*	83.9*
Prepares & Arranges Buffet	31.8	15.4	38.7	15.9	7.7	19.4	52.3	76.9*	41.9
Prepares Basic Sauces, Gravies & Salad Dressings	77.3	76.9	77.4	15.9	23.1	12.9	6.8	0	9.7

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Prepares Bread & Rolls	22.7	30.8	19.4	25.0	23.1	25.8	52.3	46.1	54.8
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	29.5	30.8	29.0	27.3	23.1	29.0	43.2	46.1	41.9
Prepares Canapes & Hors d'oeuvres	31.8	7.7	41.9	27.3	23.1	29.0	40.9	69.2	29.0
Prepares Convenience Foods	36.4	46.1	32.2	38.6	30.8	41.9	25.0	23.1	25.8
Prepares Decorative Showpieces	9.1	0	12.9	27.3	23.1	29.0	63.6	76.9*	58.1
Prepares Food Utilizing Microwave Cooking	29.5	15.4	35.5	31.8	7.7	41.9	38.6	76.9*	22.6
Prepares Fruits	29.5	23.1	32.3	27.3	23.1	29.0	43.2	30.8	38.7
Prepares Gourmet Foods & Unusual Dishes	22.7	7.7	29.0	13.6	7.7	16.1	63.6	84.6*	54.8
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	77.3	84.6	74.2	13.6	15.4	12.9	9.1	0	12.9
Prepares Salads	34.1	30.8	35.5	29.5	15.4	35.5	36.4	53.8	29.0
Prepares Sandwiches & Sandwich Fillings	52.3	46.1	54.8	25.0	15.4	29.0	22.7	38.5	16.1
Prepares Short Order Foods	40.9	30.8	45.2	31.8	30.8	32.2	27.3	38.5	22.6
Prepares Soups	61.4	61.5	61.3	31.8	30.8	32.2	6.8	7.7	6.5
Prepares Vegetables	61.4	69.2	58.1	29.5	23.1	32.2	9.1	7.7	9.7
Sculptures in Ice	2.3	0	3.2	11.4	7.7	12.9	86.4	92.3*	83.9*
Selects & Develops Recipes	31.8	38.5	29.0	18.2	15.4	19.4	50.0	46.1	51.6
Tastes Food Before Serving	47.7	46.2	48.4	22.7	15.4	25.8	29.5	38.5	25.8
Understands Recipes	68.2	84.6	61.3	15.9	15.4	16.1	15.9	0	22.6

Cook
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Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Serving									
Checks Condiments	34.1	23.1	38.7	22.7	30.8	19.4	43.2	46.2	41.9
Checks Food & Drink Orders	18.2	15.4	19.4	25.0	23.1	25.8	56.8	61.5	54.8
Portions Food on Plates	50.0	46.2	51.6	18.2	23.1	16.1	31.8	30.8	32.3
Reads Menu & Explains Items	29.5	46.2	22.6	13.6	7.7	16.1	56.8	46.2	61.3
Refills Beverages at Table	2.3	7.7	0	9.1	7.7	9.7	88.6	84.6*	90.3*
Removes Soiled Dishes from Table	0	0	0	11.4	7.7	12.9	88.6	92.3*	87.1*
Sells Desserts from Dessert Tray	2.3	7.7	0	6.8	0	9.7	90.9	92.3*	90.3*
Serves Food	20.5	53.8	6.4	15.9	0	22.6	63.6	46.2	71.0
Sets Table Service	2.3	7.7	0	11.4	7.7	12.9	86.4	84.6*	87.1*
Sets Up & Works at Steam Table	54.5	53.8	54.8	20.5	7.7	25.8	25.0	38.5	19.4
Sets Up Food Trays	27.3	38.5	22.6	22.7	7.7	29.0	50.0	53.8	48.4
Takes Orders	6.8	0	9.7	15.9	15.4	16.1	77.3	84.6*	74.2
Purchasing									
Controls Food Costs	43.2	30.8	48.4	25.0	46.2	16.1	31.8	23.1	35.5
Keeps Food Records & Inventory	18.2	15.4	19.4	18.2	7.7	22.6	63.6	76.9*	58.1
Plans Menus	27.3	30.8	25.8	15.9	23.1	12.9	56.8	46.1	61.3
Purchases Equipment	4.5	0	6.4	9.1	7.7	9.7	86.4	92.3*	83.9*
Purchases Food & Supplies	18.2	15.4	19.4	18.2	15.4	19.4	63.6	69.2	61.3
Clerical									
Answers Telephone	20.4	30.8	16.1	36.4	53.8	29.0	43.2	15.4	54.8

Cook
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Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Bookkeeping/Accounting	4.5	0	6.4	34.1	30.8	35.5	61.4	69.2	58.1
Calculation of Costs	31.8	7.7	41.9	36.4	61.5	25.8	31.8	30.8	32.3
Greets Patrons	6.8	15.4	3.2	11.4	0	16.1	81.8	84.6*	80.6*
Makes Monetary Change	9.1	15.4	6.4	6.8	0	9.7	84.1	84.6*	83.9*
Operates Cash Register	4.5	15.4	0	11.4	0	16.1	84.1	84.6*	83.9*
Records Time, Production & Sales	6.8	0	9.7	9.1	15.4	6.4	84.1	84.6*	83.9*
Seats Patrons	0	0	0	9.1	7.7	9.7	90.9	92.3*	90.3*
Takes Reservations	6.8	0	9.7	2.3	7.7	0	90.9	92.3*	90.3*
Types Menus & Correspondence	0	0	0	11.4	7.7	12.9	88.6	92.3*	87.1*
Maintenance Cleans Service Area	47.7	69.2	38.7	25.0	23.1	25.8	27.3	7.7	35.5
Makes Minor Repairs on Equipment	4.5	0	6.5	29.5	30.8	29.0	65.9	69.2	64.5
Organizes Work Area	54.5	76.9	45.2	20.5	15.4	22.6	25.0	7.7	32.2
Uses & Cares for Equipment	59.1	76.9	51.6	22.7	23.1	22.6	18.2	0	25.8
Uses & Cares for Tools & Utensils	65.9	76.9	61.3	22.7	15.4	25.8	11.4	7.7	12.9
Utilizes Knowledge of Food Spoilage & Contamination	72.7	84.6	67.7	15.9	15.4	16.1	11.4	0	16.1
Washes Dishes by Hand	13.6	15.4	12.9	25.0	38.5	19.4	61.4	46.1	67.7
Washes Dishes Mechanically	9.1	7.7	9.7	22.7	15.4	25.8	68.2	76.9*	64.5

TABLE 8

COUNTERPERSON AND/OR CARHOP

(D.O.T. 311.878)

Serves food to customers in fast food service establishments.

In the nine establishments reporting employment of counterpersons and carhops, seventy-nine are employed; twenty in hospitals and fifty-nine in restaurants. One of the former students who responded is a counterperson.

Of the eight respondents who reported on whether they would be more likely to hire someone with training, 62.5% said yes and 37.5% no.

Thirteen or 4.1% of the three hundred sixteen positions evaluated were counterpersons and/or carhops.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the duties of counterperson and/or carhop.

COUNTERPERSON & CARHOP

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 8

Number of Respondents 13

COMPETENCIES	MUCH	SOME	NONE
General Knowledge Basic Food Chemistry	23.1%	53.8%	23.1%
Basic Math Skills Including First Degree Algebra	23.1	38.5	38.5
Basic Principles of Hygiene	61.5	38.5	0
Basic Principles of Nutrition	15.4	53.8	30.8
Basic Principles of Safety	69.2	30.8	0
Basic Principles of Sanitation	61.5	38.5	0
Complies with Health & Sanitation Laws & Regulations	69.2	23.1	7.7
Human Relations/Psychology	30.8	38.5	30.8
Introduction to Computer Science	0	7.7	92.3*
Knowledge of First Aid	30.8	38.5	30.8
Reading	30.8	23.1	46.1
Shop or Trade Vocabulary	7.7	30.8	61.5
Speaking	30.8	15.4	53.8
Weights & Measures Including Metric	7.7	30.8	61.5
Writing & Spelling	15.4	38.5	46.1
Understanding Customer & Employee Relationships	53.8	30.8	15.4
Management & Supervision Adjusts Complaints	23.1	38.5	38.5
Arranges Parties & Special Services for Diners	7.7	15.4	76.9*
Assigns & Schedules Work Duties	0	23.1	76.9*

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	30.8%	15.4%	53.8%
Basic Principles of Marketing & Merchandising	23.1	38.5	38.5
Business & Industrial Relationships	0	23.1	76.9*
Business Organization & Administration	0	23.1	76.9*
Caters & Plans Special Functions	0	23.1	76.9*
Comprehends Facility Layout	7.7	30.8	61.5
Coordinates All Activities	7.7	0	92.3*
Determines Policies, Portion Size, Control, Price Setting	0	15.4	84.6*
Economics: Production & Consumption	0	30.8	69.2
Efficiency Improvements	23.1	30.8	46.1
Inspects Kitchen & Dining Room	7.7	0	92.3*
Interviews, Hires & Discharges Employees	0	0	100.0*
Knowledgeable of Food Service Statutes & Laws	15.4	7.7	76.9*
Knows Types of Commercial Food Service Operations	7.7	23.1	69.2
Sales Analysis	7.7	30.8	61.5
Supervises & Trains Employees	0	0	100.0*
Supervises Maintenance of Equipment	0	7.7	92.3*
Techniques of Management	7.7	15.4	76.9*
Food Preparation Analyzes Meat	23.1	7.7	69.2
Arranges Food Attractively	46.1	30.8	23.1
Carves Meats, Poultry & Other Dishes	0	23.1	76.9*

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	0 %	15.4%	84.6%*
Decorates Food	7.7	30.8	61.5
Dietary Balance & Analysis	0	46.2	53.8
Knows Ingredients & Their Properties	30.8	15.4	53.8
Prepares Alcoholic Beverages & Cocktails	0	0	100.0*
Prepares Non Alcoholic Beverages & Cocktails	38.5	7.7	53.8
Prepares & Arranges Buffet	7.7	0	92.3*
Prepares Basic Sauces, Gravies & Salad Dressings	0	7.7	92.3*
Prepares Bread & Rolls	0	0	100.0*
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	0	0	100.0*
Prepares Canapes & Hors d'oeuvres	0	0	100.0*
Prepares Convenience Foods	7.7	0	92.3*
Prepares Decorative Showpieces	0	0	100.0*
Prepares Food Utilizing Microwave Cooking	0	7.7	92.3*
Prepares Fruits	0	7.7	92.3*
Prepares Gourmet Foods & Unusual Dishes	0	0	100.0*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	0	7.7	92.3*
Prepares Salads	0	7.7	92.3*
Prepares Sandwiches & Sandwich Fillings	7.7	15.4	76.9*
Prepares Short Order Foods	23.1	15.4	61.5

COMPETENCIES	MUCH	SOME	NONE
Prepares Soups	0 %	0 %	100.0%*
Prepares Vegetables	0	0	100.0*
Sculptures in Ice	0	0	100.0*
Selects & Develops Recipes	0	0	100.0*
Tastes Food Before Serving	0	0	100.0*
Understands Recipes	0	0	100.0*
Serving			
Checks Condiments	15.4	30.8	53.8
Checks Food & Drink Orders	23.1	38.5	38.5
Portions Food on Plates	38.5	15.4	46.1
Reads Menu & Explains Items	23.1	7.7	69.2
Refills Beverages at Table	7.7	7.7	84.6*
Removes Soiled Dishes from Table	15.4	23.1	61.5
Sells Desserts from Dessert Tray	23.1	23.1	53.8
Serves Food	46.2	7.7	46.2
Sets Table Service	23.1	7.7	69.2
Sets Up & Works at Steam Table	15.4	15.4	69.2
Sets Up Food Trays	15.4	7.7	76.9*
Takes Orders	53.8	7.7	38.5
Purchasing			
Controls Food Costs	7.7	38.5	53.8
Keeps Food Records & Inventory	0	7.7	92.3*
Plans Menus	7.7	7.7	84.6*
Purchases Equipment	0	0	100.0*
Purchases Food & Supplies	0	0	100.0*

COMPETENCIES	MUCH	SOME	NONE
Clerical			
Answers Telephone	23.1%	30.8%	46.1%
Bookkeeping/Accounting	23.1	23.1	53.8
Calculation of Costs	23.1	30.8	46.1
Greets Patrons	30.8	23.1	46.1
Makes Monetary Change	23.1	30.8	46.1
Operates Cash Register	38.5	30.8	30.8
Records Time, Production & Sales	0	0	100.0*
Seats Patrons	7.7	0	92.3*
Takes Reservations	7.7	0	92.3*
Types Menus & Correspondence	0	7.7	92.3*
Maintenance			
Cleans Service Area	30.8	46.1	23.1
Makes Minor Repairs on Equipment	0	15.4	84.6*
Organizes Work Area	30.8	23.1	46.1
Uses & Cares for Equipment	15.4	38.5	46.1
Uses & Cares for Tools & Utensils	23.1	30.8	46.1
Utilizes Knowledge of Food Spoilage & Contamination	7.7	23.1	69.2
Washes Dishes by Hand	15.4	15.4	69.2
Washes Dishes Mechanically	15.4	0	84.6*

TABLE 9

DIETARY AID

(D.O.T. 355.878)

Prepares and delivers food trays to hospital patients and performs various other duties to keep work areas clean and orderly.

Most of the hospitals that responded to the survey added the position of dietary aid thus the inclusion of this position. In the seven hospitals reporting employment of dietary aids, one hundred fifty are employed.

Of the six respondents who reported on whether they would be more likely to hire someone with training, 33.3% said yes and 66.7% no.

Ten or 3.2% of the positions evaluated were dietary aids.

The following table lists the competencies surveyed, and the percentage of respondents who indicated a specific competency was needed to perform the duties of dietary aid.

DIETARY AID

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 9

Number of Respondents 10

COMPETENCIES	MUCH	SOME	NONE
General Knowledge Basic Food Chemistry	20.0%	50.0%	30.0%
Basic Math Skills Including First Degree Algebra	20.0	60.0	20.0
Basic Principles of Hygiene	60.0	30.0	10.0
Basic Principles of Nutrition	40.0	40.0	20.0
Basic Principles of Safety	60.0	20.0	20.0
Basic Principles of Sanitation	50.0	30.0	20.0
Complies with Health & Sanitation Laws & Regulations	60.0	20.0	20.0
Human Relations/Psychology	10.0	70.0	20.0
Introduction to Computer Science	10.0	10.0	80.0*
Knowledge of First Aid	20.0	30.0	50.0
Reading	40.0	40.0	20.0
Shop or Trade Vocabulary	20.0	40.0	40.0
Speaking	20.0	40.0	40.0
Weights & Measures Including Metric	20.0	50.0	30.0
Writing & Spelling	20.0	70.0	10.0
Understanding Customer & Employee Relationships	20.0	50.0	30.0
Management & Supervision Adjusts Complaints	0	40.0	60.0
Arranges Parties & Special Services for Diners	0	20.0	80.0*
Assigns & Schedules Work Duties	10.0	30.0	60.0

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	0 %	20.0%	80.0%*
Basic Principles of Marketing & Merchandising	0	20.0	80.0*
Business & Industrial Relationships	0	20.0	80.0*
Business Organization & Administration	0	20.0	80.0*
Caters & Plans Special Functions	0	20.0	80.0*
Comprehends Facility Layout	20.0	30.0	50.0
Coordinates All Activities	10.0	0	90.0*
Determines Policies, Portion Size, Control, Price Setting	0	0	100.0*
Economics: Production & Consumption	10.0	40.0	50.0
Efficiency Improvements	30.0	50.0	20.0
Inspects Kitchen & Dining Room	0	0	100.0*
Interviews, Hires & Discharges Employees	0	0	100.0*
Knowledgeable of Food Service Statutes & Laws	20.0	40.0	40.0
Knows Types of Commercial Food Service Operations	0	30.0	70.0
Sales Analysis	0	20.0	80.0*
Supervises & Trains Employees	10.0	0	90.0*
Supervises Maintenance of Equipment	10.0	0	90.0*
Techniques of Management	20.0	20.0	60.0
Food Preparation Analyzes Meat	0	20.0	80.0*
Arranges Food Attractively	50.0	30.0	20.0
Carves Meats, Poultry & Other Dishes	0	30.0	70.0

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	30.0%	50.0%	20.0%
Decorates Food	30.0	30.0	40.0
Dietary Balance & Analysis	10.0	50.0	40.0
Knows Ingredients & Their Properties	20.0	20.0	60.0
Prepares Alcoholic Beverages & Cocktails	0	0	100.0*
Prepares Non Alcoholic Beverages & Cocktails	10.0	20.0	70.0
Prepares & Arranges Buffet	0	0	100.0*
Prepares Basic Sauces, Gravies & Salad Dressings	10.0	10.0	80.0*
Prepares Bread & Rolls	0	0	100.0*
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	0	10.0	90.0*
Prepares Canapes & Hors d'oeuvres	0	0	100.0*
Prepares Convenience Foods	0	10.0	90.0*
Prepares Decorative Showpieces	0	0	100.0*
Prepares Food Utilizing Microwave Cooking	0	10.0	90.0*
Prepares Fruits	30.0	40.0	30.0
Prepares Gourmet Foods & Unusual Dishes	0	0	100.0*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	0	0	100.0*
Prepares Salads	20.0	10.0	70.0
Prepares Sandwiches & Sandwich Fillings	0	20.0	80.0*
Prepares Short Order Foods	0	0	100.0*

COMPETENCIES	MUCH	SOME	NONE
Prepares Soups	0 %	0 %	100.0%
Prepares Vegetables	0	10.0	90.0*
Sculptures in Ice	0	0	100.0*
Selects & Develops Recipes	0	0	100.0*
Tastes Food Before Serving	10.0	0	90.0*
Understands Recipes	10.0	40.0	50.0
Serving			
Checks Condiments	30.0	10.0	60.0
Checks Food & Drink Orders	30.0	30.0	40.0
Portions Food on Plates	40.0	20.0	40.0
Reads Menu & Explains Items	20.0	20.0	60.0
Refills Beverages at Table	0	0	100.0*
Removes Soiled Dishes from Table	10.0	20.0	70.0
Sells Desserts from Dessert Tray	0	10.0	90.0*
Serves Food	40.0	20.0	40.0
Sets Table Service	0	10.0	90.0*
Sets Up & Works at Steam Table	40.0	20.0	40.0
Sets Up Food Trays	50.0	20.0	30.0
Takes Orders	0	0	100.0*
Purchasing			
Controls Food Costs	10.0	40.0	50.0
Keeps Food Records & Inventory	0	0	100.0*
Plans Menus	0	0	100.0*
Purchases Equipment	0	0	100.0*
Purchases Food & Supplies	0	0	100.0*

COMPETENCIES	MUCH	SOME	NONE
Clerical Answers Telephone	50.0%	30.0%	20.0%
Bookkeeping/Accounting	0	30.0	70.0
Calculation of Costs	0	20.0	80.0*
Greets Patrons	0	10.0	90.0*
Makes Monetary Change	0	10.0	90.0*
Operates Cash Register	0	10.0	90.0*
Records Time, Production & Sales	0	0	100.0*
Seats Patrons	0	0	100.0*
Takes Reservations	0	0	100.0*
Types Menus & Correspondence	0	0	100.0*
Maintenance Cleans Service Area	50.0	30.0	20.0
Makes Minor Repairs on Equipment	0	10.0	90.0*
Organizes Work Area	40.0	20.0	40.0
Uses & Cares for Equipment	50.0	20.0	30.0
Uses & Cares for Tools & Utensils	30.0	50.0	20.0
Utilizes Knowledge of Food Spoilage & Contamination	40.0	30.0	30.0
Washes Dishes by Hand	10.0	50.0	40.0
Washes Dishes Mechanically	20.0	40.0	40.0

TABLE 10

FOOD SERVICE SUPERVISOR

(D.O.T. 319.138)

Trains and supervises employees engaged in serving food in hospitals, nursing homes, schools or college food service departments or similar institutions.

In the eighteen establishments reporting employment of food service supervisors, fifty-two are employed; forty-three in hospitals and nine in restaurants.

Of the fourteen respondents who reported on whether they would be more likely to hire someone with training, 90% of the hospitals and 100% of the restaurants said yes and 10% of the hospitals and none of the restaurants said no.

Nineteen or 6% of the positions evaluated were food service supervisors.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the job of food service supervisor. In the evaluation of food service supervisor, the total is broken out into hospitals and restaurants to differentitate the duties in each type of establishment.

FOOD SERVICE SUPERVISOR

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 10

Number of Respondents 19

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
General Knowledge Basic Food Chemistry	52.6	46.2	66.7	31.6	38.5	16.7	15.8	15.4	16.7
Basic Math Skills Including First Degree Algebra	47.4	46.2	50.0	21.0	30.8	0	31.6	23.1	50.0
Basic Principles of Hygiene	94.7	92.3	100.0	0	0	0	5.3	7.7	0
Basic Principles of Nutrition	73.7	69.2	83.3	21.0	30.8	0	5.3	0	16.7
Basic Principles of Safety	94.7	92.3	100.0	5.3	7.7	0	0	0	0
Basic Principles of Sanitation	94.7	92.3	100.0	5.3	7.7	0	0	0	0
Complies with Health & Sanitation Laws & Regulations	100.0	100.0	100.0	0	0	0	0	0	0
Human Relations/ Psychology	78.9	84.6	66.7	10.5	7.7	16.7	10.5	7.7	16.7
Introduction to Computer Science	15.8	7.7	33.3	10.5	15.4	0	73.7	76.9*	66.7
Knowledge of First Aid	47.4	46.2	50.0	31.6	23.1	50.0	21.0	30.8	0
Reading	68.4	84.6	33.3	10.5	0	33.3	21.1	15.4	33.3
Shop or Trade Vocabulary	36.8	38.5	33.3	15.8	15.4	16.7	47.4	46.1	50.0
Speaking	68.4	76.9	50.0	0	0	0	31.6	23.1	50.0
Weights & Measures Including Metric	63.2	69.2	50.0	10.5	15.4	0	26.3	15.4	50.0
Writing & Spelling	68.4	84.6	33.3	26.3	15.4	50.0	5.3	0	16.7

Food Service Supervisor
Page Two

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Understanding Customer & Employee Relationships	84.2	92.3	66.7	5.3	0	16.7	10.5	7.7	16.7
Management & Supervision Adjust Complaints	73.7	84.6	50.0	10.5	0	33.3	15.8	15.4	16.7
Arranges Parties & Special Services for Diners	47.4	38.5	66.7	10.5	15.4	0	42.1	46.1	33.3
Assigns & Schedules Work Duties	84.2	92.3	66.7	5.3	0	16.7	10.5	7.7	16.7
Basic Principles of Advertising	36.8	30.8	50.0	21.1	30.8	0	42.1	38.5	50.0
Basic Principles of Marketing & Merchandising	52.6	46.2	66.7	15.8	23.1	0	31.6	30.8	33.3
Business & Industrial Relationships	31.6	23.1	50.0	21.0	30.8	0	47.4	46.1	50.0
Business Organization & Administration	42.1	38.5	50.0	15.8	23.1	0	42.1	38.5	50.0
Caters & Plans Special Functions	42.1	30.8	66.7	15.8	23.1	0	42.1	46.1	33.3
Comprehends Facility Layout	63.2	76.9	33.3	10.5	7.7	16.7	26.3	15.4	50.0
Coordinates All Activities	52.6	61.5	33.3	10.5	7.7	16.7	36.8	30.8	50.0
Determines Policies Portion Size, Control, Price Setting	57.9	61.5	50.0	5.3	7.7	0	36.8	30.8	50.0
Economics: Production & Consumption	36.8	38.5	33.3	31.6	30.8	33.3	31.6	30.8	33.3
Efficiency Improvements	78.9	92.3	50.0	15.8	7.7	33.3	5.3	0	16.7
Inspects Kitchen & Dining Room	63.2	76.9	33.3	26.3	15.4	50.0	10.5	7.7	16.7

Food Service Supervisor
Page Three

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Interviews, Hires & Discharges Employees	42.1	46.2	33.3	26.3	23.1	33.3	31.6	30.8	33.3
Knowledgeable of Food Service Statutes & Laws	57.9	69.2	33.3	21.0	7.7	50.0	21.0	23.1	16.7
Knows Types of Commercial Food Service Operations	42.1	30.8	66.7	26.3	38.5	0	31.6	30.8	33.3
Sales Analysis	26.3	23.1	33.3	10.5	7.7	16.7	63.2	69.2	50.0
Supervises & Trains Employees	89.5	100.0	66.7	5.3	0	16.7	5.3	0	16.7
Supervises Maintenance of Equipment	63.2	69.2	50.0	21.0	23.1	16.7	15.8	7.7	33.3
Techniques of Management	78.9	92.3	50.0	10.5	0	33.3	10.5	7.7	16.7
Food Preparation Analyzes Meat	47.4	38.5	66.7	21.0	30.8	0	31.6	30.8	33.3
Arranges Food Attractively	68.4	61.5	83.3	5.3	7.7	0	26.3	30.8	16.7
Carves Meats, Poultry & Other Dishes	31.6	38.5	16.7	21.0	30.8	0	47.4	30.8	83.3*
Comprehends & Utilizes Diet Therapy	57.9	84.6	0	15.8	7.7	33.3	26.3	7.7	66.7
Decorates Food	36.8	30.8	50.0	26.3	30.8	16.7	36.8	38.5	33.3
Dietary Balance & Analysis	57.9	53.8	66.7	21.1	30.8	0	21.1	15.4	33.3
Knows Ingredients & Their Properties	63.2	69.2	50.0	15.8	15.4	16.7	21.0	15.4	33.3
Prepares Alcoholic Beverages & Cocktails	0	0	0	5.3	7.7	0	94.7	92.3*	100.0*
Prepares Non Alcoholic Beverages & Cocktails	10.5	7.7	16.7	15.8	23.1	0	73.7	69.2	83.3*

Food Service Supervisor
Page Four

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Prepares & Arranges Buffet	47.4	46.2	50.0	10.5	7.7	16.7	42.1	46.1	33.3
Prepares Basic Sauces, Gravies & Salad Dressings	31.6	38.5	16.7	15.8	15.4	16.7	52.6	46.1	66.7
Prepares Bread & Rolls	31.6	38.5	16.7	10.5	15.4	0	57.9	46.1	83.3*
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	36.8	38.5	33.3	5.3	7.7	0	57.9	53.8	66.7
Prepares Canapes & Hors d'oeuvres	15.8	23.1	0	10.5	7.7	16.7	73.7	69.2	83.3*
Prepares Convenience Foods	26.3	30.8	16.7	10.5	7.7	16.7	63.2	61.5	66.7
Prepares Decorative Showpieces	21.0	23.1	16.7	0	0	0	78.9	76.9*	83.3*
Prepares Food Utilizing Microwave Cooking	5.3	7.7	0	10.5	7.7	16.7	84.2	84.6*	83.3*
Prepares Fruits	26.3	38.5	0	10.5	15.4	0	63.2	46.1	100.0*
Prepares Gourment Foods & Unusual Dishes	15.8	23.1	0	10.5	7.7	16.7	73.7	69.2	83.3*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	26.3	38.5	0	15.8	15.4	16.7	57.9	46.1	83.3*
Prepares Salads	31.6	38.5	16.7	15.8	15.4	16.7	52.6	46.1	66.7
Prepares Sandwiches & Sandwich Fillings	47.4	46.2	50.0	15.8	23.1	0	36.8	30.8	50.0
Prepares Short Order Foods	26.3	30.8	16.7	10.5	15.4	0	63.2	53.8	83.3*
Prepares Soups	42.1	38.5	50.0	10.5	15.4	0	47.4	46.1	50.0
Prepares Vegetables	42.1	38.5	50.0	10.5	15.4	0	47.4	46.1	50.0

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Sculptures in Ice	0	0	0	5.3	7.7	0	94.7	92.3*	100.0*
Selects & Develops Recipes	47.4	46.2	50.0	10.5	15.4	0	42.1	38.5	50.0
Tastes Food Before Serving	42.1	46.2	33.3	15.8	15.4	16.7	42.1	38.5	50.0
Understands Recipes	52.6	61.5	33.3	5.3	0	16.7	42.1	38.5	50.0
Serving Checks Condiments	31.6	30.8	33.3	15.8	7.7	33.3	52.6	61.5	33.3
Checks Food & Drink Orders	42.1	38.5	50.0	15.8	7.7	33.3	42.1	52.8	16.7
Portions Food on Plates	42.1	46.2	33.3	15.8	15.4	16.7	42.1	38.5	50.0
Reads Menu & Explains Items	68.4	76.9	50.0	10.5	7.7	16.7	21.1	15.4	33.3
Refills Beverages at Table	10.5	0	33.3	15.8	7.7	33.3	73.7	92.3*	33.3
Removes Soiled Dishes from Table	5.3	0	16.7	5.3	7.7	0	89.5	92.3*	83.3*
Sells Desserts from Dessert Tray	5.3	0	16.7	10.5	15.4	0	84.2	84.6*	83.3*
Serves Food	36.8	30.8	50.0	10.5	15.4	0	52.6	53.8	50.0
Sets Table Service	21.0	23.1	16.7	5.3	0	16.7	73.7	76.9*	66.7
Sets Up & Works at Steam Table	31.6	30.8	33.3	21.0	30.8	0	47.4	38.5	66.7
Set Up Food Trays	47.4	53.8	33.3	10.5	15.4	0	42.1	30.8	66.7
Takes Orders	15.8	7.7	33.3	10.5	15.4	0	73.7	76.9*	66.7
Purchasing Controls Food Costs	73.7	76.9	66.7	15.8	15.4	16.7	10.5	7.7	16.7
Keeps Food Records & Inventory	63.2	69.2	50.0	10.5	0	33.3	26.3	30.8	16.7
Plans Menus	53.6	53.8	50.0	15.8	15.4	16.7	31.6	30.8	33.3

Food Service Supervisor
Page Six

Percent of Response

COMPETENCIES	MUCH			SOME			NONE		
	Total	Hosp.	Rest.	Total	Hosp.	Rest.	Total	Hosp.	Rest.
Purchases Equipment	31.6	30.8	33.3	10.5	7.7	16.7	57.9	61.5	50.0
Purchases Food & Supplies	52.6	53.8	50.0	15.8	7.7	33.3	31.6	38.5	16.7
Clerical									
Answers Telephone	63.2	76.9	33.3	21.0	15.4	33.3	15.8	7.7	33.3
Bookkeeping/Accounting	47.4	46.2	50.0	15.8	15.4	16.7	36.8	38.5	33.3
Calculation of Costs	52.6	53.8	50.0	21.1	23.1	16.7	26.3	23.1	33.3
Greets Patrons	26.3	30.8	16.7	15.8	15.4	16.7	57.9	53.8	66.7
Makes Monetary Change	31.6	30.8	33.3	5.3	0	16.7	63.1	69.2	50.0
Operates Cash Register	31.6	30.8	33.3	15.8	7.7	33.3	52.6	61.5	33.3
Records Time, Production & Sales	57.9	61.5	50.0	5.3	7.7	0	36.8	30.8	50.0
Seats Patrons	5.3	0	16.7	10.5	15.4	0	84.2	84.6*	83.3*
Takes Reservations	15.8	7.7	33.3	0	0	0	84.2	92.3*	66.7
Types Menus & Correspondence	15.8	7.7	33.3	5.3	7.7	0	78.9	84.6*	66.7
Maintenance									
Cleans Service Area	52.6	61.5	33.3	5.3	0	16.7	42.1	38.5	50.0
Makes Minor Repairs on Equipment	15.8	7.7	33.3	31.6	23.1	50.0	52.6	69.2	16.7
Organizes Work Area	78.9	92.3	50.0	10.5	7.7	16.7	10.5	0	33.3
Uses & Cares for Equipment	52.6	61.5	33.3	21.0	23.1	16.7	26.3	15.4	50.0
Uses & Cares for Tools & Utensils	57.9	61.5	50.0	21.0	23.1	16.7	21.0	15.4	33.3
Utilizes Knowledge of Food Spoilage & Contamination	78.9	92.3	50.0	0	0	0	21.1	7.7	50.0
Washes Dishes by Hand	26.3	30.8	16.7	15.8	23.1	0	57.9	46.1	83.3*
Washes Dishes Mechanically	26.3	30.8	16.7	21.0	23.1	16.7	52.6	46.1	66.7

TABLE 11

FOOD SERVICE WORKER

(D.O.T. 317.887)

Assists workers engaged in preparing foods in hospitals, nursing homes, schools or college food service departments or similar institutions.

Most of the hospitals that responded to the survey added the position of food service worker, thus the inclusion of this position. In the five hospitals reporting employment of food service workers one hundred seventy-six are employed. One of the former students who responded is employed as a food service worker.

Of the five respondents who reported on whether they would be more likely to hire someone with training, 20% said yes and 80% no.

Six or 1.9% of the three hundred sixteen positions evaluated were food service workers.

The following table lists the competencies surveyed, and the percentage of respondents who indicated a specific competency was needed to perform the duties of food service worker.

FOOD SERVICE WORKER

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 11 Number of Respondents 6

COMPETENCIES	MUCH	SOME	NONE
General Knowledge Basic Food Chemistry	16.7%	0 %	83.3%*
Basic Math Skills Including First Degree Algebra	16.7	33.3	50.0
Basic Principles of Hygiene	83.3	16.7	0
Basic Principles of Nutrition	33.3	33.3	33.3
Basic Principles of Safety	83.3	16.7	0
Basic Principles of Sanitation	83.3	16.7	0
Complies with Health & Sanitation Laws & Regulations	33.3	33.3	33.3
Human Relations/Psychology	16.7	33.3	50.0
Introduction to Computer Science	0	16.7	83.3*
Knowledge of First Aid	50.0	16.7	33.3
Reading	50.0	16.7	33.3
Shop or Trade Vocabulary	0	33.3	66.7
Speaking	16.7	33.3	50.0
Weights & Measures Including Metric	0	16.7	83.3*
Writing & Spelling	33.3	33.3	33.3
Understanding Customer & Employee Relationships	16.7	33.3	50.0
Management & Supervision Adjusts Complaints	16.7	16.7	66.7
Arranges Parties & Special Services for Diners	0	16.7	83.3*
Assigns & Schedules Work Duties	0	16.7	83.3*

Food Service Worker
Page Two

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	0 %	16.7%	83.3%*
Basic Principles of Marketing & Merchandising	0	16.7	83.3*
Business & Industrial Relationships	0	0	100.0*
Business Organization & Administration	0	16.7	83.3*
Caters & Plans Special Functions	16.7	0	83.3*
Comprehends Facility Layout	0	33.3	66.7
Coordinates All Activities	0	16.7	83.3*
Determines Policies, Portion Size, Control, Price Setting	0	16.7	83.3*
Economics: Production & Consumption	0	16.7	83.3*
Efficiency Improvements	16.7	33.3	50.0
Inspects Kitchen & Dining Room	0	0	100.0*
Interviews, Hires & Discharges Employees	0	0	100.0*
Knowledgeable of Food Service Statutes & Laws	0	33.3	66.7
Knows Types of Commercial Food Service Operations	0	16.7	83.3*
Sales Analysis	0	16.7	83.3*
Supervises & Trains Employees	0	0	100.0*
Supervises Maintenance of Equipment	0	0	100.0*
Techniques of Management	0	33.3	66.7
Food Preparation Analyzes Meat	0	16.7	83.3*
Arranges Food Attractively	50.0	16.7	33.3
Carves Meats, Poultry & Other Dishes	0	33.3	66.7
Comprehends & Utilizes Diet Therapy	33.3	0	66.7

COMPETENCIES	MUCH	SOME	NONE
Decorates Food	16.7%	50.0%	33.3%
Dietary Balance & Analysis	16.7	0	83.3*
Knows Ingredients & Their Properties	0	0	100.0*
Prepares Alcoholic Beverages & Cocktails	0	0	100.0*
Prepares Non Alcoholic Beverages & Cocktails	16.7	0	83.3*
Prepares & Arranges Buffet	16.7	0	83.3*
Prepares Basic Sauces, Gravies & Salad Dressings	0	16.7	83.3*
Prepares Bread & Rolls	0	0	100.0*
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	0	16.7	83.3*
Prepares Canapes & Hors d'oeuvres	0	0	100.0*
Prepares Convenience Foods	0	0	100.0*
Prepares Decorative Showpieces	0	0	100.0*
Prepares Food Utilizing Microwave Cooking	0	0	100.0*
Prepares Fruits	33.3	16.7	50.0
Prepares Gourment Foods & Unusual Dishes	0	0	100.0*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	0	0	100.0*
Prepares Salads	50.0	16.7	33.3
Prepares Sandwiches & Sandwich Fillings	33.3	33.3	33.3
Prepares Short Order Foods	0	0	100.0*
Prepares Soups	0	0	100.0*

Food Service Worker
Page Four

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	16.7%	0 %	83.3%*
Sculptures in Ice	0	0	100.0*
Selects & Develops Recipes	0	0	100.0*
Tastes Food Before Serving	0	0	100.0*
Understands Recipes	0	16.7	83.3*
Serving			
Checks Condiments	33.3	0	66.7
Checks Food & Drink Orders	33.3	0	66.7
Portions Food on Plates	66.7	0	33.3
Reads Menu & Explains Items	16.7	0	83.3*
Refills Beverages at Table	16.7	0	83.3*
Removes Soiled Dishes from Table	33.3	0	66.7
Sells Desserts from Dessert Tray	16.7	0	83.3*
Serves Food	50.0	0	50.0
Sets Table Service	50.0	0	50.0
Sets Up & Works at Steam Table	33.3	16.7	50.0
Sets Up Food Trays	50.0	0	50.0
Takes Orders	16.7	0	83.3*
Purchasing			
Controls Food Costs	16.7	0	83.3*
Keeps Food Records & Inventory	0	0	100.0*
Plans Menus	0	0	100.0*
Purchases Equipment	0	0	100.0*
Purchases Food & Supplies	0	0	100.0*
Clerical			
Answers Telephone	33.3	33.3	33.3

Food Service Worker
Page Five

COMPETENCIES	MUCH	SOME	NONE
Bookkeeping/Accounting	0 %	16.7%	83.3%*
Calculation of Costs	0	16.7	83.3*
Greets Patrons	0	16.7	83.3*
Makes Monetary Change	16.7	0	83.3*
Operates Cash Register	16.7	0	83.3*
Records Time, Production & Sales	0	0	100.0*
Seats Patrons	16.7	0	83.3*
Takes Reservations	0	0	100.0*
Types Menus & Correspondence	0	0	100.0*
Maintenance Cleans Service Area	66.7	0	33.3
Makes Minor Repairs on Equipment	0	0	100.0*
Organizes Work Area	33.3	0	66.7
Uses & Cares for Equipment	50.0	33.3	16.7
Uses & Cares for Tools & Utensils	50.0	0	50.0
Utilizes Knowledge of Food Spoilage & Contamination	33.3	0	66.7
Washes Dishes by Hand	16.7	16.7	66.7
Washes Dishes Mechanically	66.7	0	33.3

TABLE 12

HOST/HOSTESS

(D.O.T. 310.868 & 311.138)

Welcomes patrons, seats them at tables and supervises and coordinates activities of dining room employees to provide courteous and rapid service to diners.

In the thirteen establishments reporting employment of host/hostess, twenty-three are employed in restaurants and none in hospitals.

Of the twelve respondents who reported on whether they would be more likely to hire someone with training, 33.3% said yes and 66.7% said no.

Seventeen or 5.4% of the three hundred sixteen positions evaluated were hosts/hostesses.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the job of host/hostess.

HOST/HOSTESS

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 12

Number of Respondents 17

COMPETENCIES	MUCH	SOME	NONE
General Knowledge			
Basic Food Chemistry	23.5%	17.6%	58.8%
Basic Math Skills Including First Degree Algebra	47.0	11.8	41.2
Basic Principles of Hygiene	64.7	29.4	5.9
Basic Principles of Nutrition	17.6	35.3	47.1
Basic Principles of Safety	70.6	23.5	5.9
Basic Principles of Sanitation	64.7	29.4	5.9
Complies with Health & Sanitation Laws & Regulations	64.7	17.6	17.6
Human Relations/Psychology	64.7	11.8	23.5
Introduction to Computer Science	11.8	0	88.2*
Knowledge of First Aid	47.0	35.3	17.6
Reading	52.9	11.8	35.3
Shop or Trade Vocabulary	29.4	17.6	52.9
Speaking	35.3	17.6	47.1
Weights & Measures Including Metric	29.4	0	70.6
Writing & Spelling	64.7	5.9	29.4
Understanding Customer & Employee Relationships	64.7	17.6	17.6
Management & Supervision			
Adjusts Complaints	29.4	29.4	41.2
Arranges Parties & Special Services for Diners	35.3	11.8	52.9
Assigns & Schedules Work Duties	47.0	17.6	35.3

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	35.3%	23.5%	41.2%
Basic Principles of Marketing & Merchandising	47.0	17.6	35.3
Business & Industrial Relationships	23.5	17.6	58.8
Business Organization & Administration	29.4	23.5	47.1
Caters & Plans Special Functions	29.4	11.8	58.8
Comprehends Facility Layout	29.4	11.8	58.8
Coordinates All Activities	23.5	11.8	64.7
Determines Policies, Portion Size, Control, Price Setting	5.9	0	94.1*
Economics: Production & Consumption	23.5	5.9	70.6
Efficiency Improvements	47.0	11.8	41.2
Inspects Kitchen & Dining Room	41.2	11.8	47.0
Interviews, Hires & Discharges Employees	29.4	0	70.6
Knowledgeable of Food Service Statutes & Laws	23.5	17.6	58.8
Knows Types of Commercial Food Service Operations	5.9	5.9	88.2*
Sales Analysis	29.4	5.9	64.7
Supervises & Trains Employees	35.3	17.6	47.1
Supervises Maintenance of Equipment	5.9	5.9	88.2*
Techniques of Management	35.3	5.9	58.8
Food Preparation Analyzes Meat	11.8	0	88.2*
Arranges Food Attractively	5.9	23.5	70.6
Carves Meats, Poultry & Other Dishes	5.9	5.9	88.2*

Host/Hostess
Page Three

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	5.9%	0 %	94.1%*
Decorates Food	5.9	5.9	88.2*
Dietary Balance & Analysis	5.9	17.6	76.5*
Knows Ingredients & Their Properties	5.9	17.6	76.5*
Prepares Alcoholic Beverages & Cocktails	11.8	17.6	70.6
Prepares Non Alcoholic Beverages & Cocktails	17.6	11.8	70.6
Prepares & Arranges Buffet	11.8	17.6	70.6
Prepares Basic Sauces, Gravies & Salad Dressings	5.9	5.9	88.2*
Prepares Bread & Rolls	5.9	0	94.1*
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	5.9	0	94.1*
Prepares Canapes & Hors d'oeuvres	5.9	0	94.1*
Prepares Convenience Foods	5.9	0	94.1*
Prepares Decorative Showpieces	5.9	0	94.1*
Prepares Food Utilizing Microwave Cooking	5.9	0	94.1*
Prepares Fruits	5.9	5.9	88.2*
Prepares Gourmet Foods & Unusual Dishes	5.9	0	94.1*
Prepares Meats, Poultry, Fish, Eggs, and/or Entree's	5.9	0	94.1*
Prepares Salads	5.9	0	94.1*
Prepares Sandwiches & Sandwich Fillings	5.9	5.9	88.2*
Prepares Short Order Foods	5.9	0	94.1*
Prepares Soups	5.9	0	94.1*

Host/Hostess
Page Four

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	5.9%	0 %	94.1%*
Sculptures in Ice	5.9	0	94.1*
Selects & Develops Recipes	5.9	0	94.1*
Tastes Food Before Serving	5.9	5.9	88.2*
Understands Recipes	5.9	11.8	82.4*
Serving			
Checks Condiments	5.9	17.6	76.5*
Checks Food & Drink Orders	29.4	11.8	58.8
Portions Food on Plates	11.8	0	88.2*
Reads Menu & Explains Items	29.4	11.8	58.8
Refills Beverages at Table	23.5	35.3	41.2
Removes Soiled Dishes from Table	23.5	29.4	47.1
Sells Desserts from Dessert Tray	11.8	17.6	70.6
Serves Food	23.5	5.9	70.6
Sets Table Service	29.4	29.4	41.2
Sets Up & Works at Steam Table	11.8	0	88.2*
Sets Up Food Trays	11.8	5.9	82.4*
Takes Orders	29.4	5.9	64.7
Purchasing			
Controls Food Costs	5.9	11.8	82.4*
Keeps Food Records & Inventory	11.8	11.8	76.5*
Plans Menus	17.6	11.8	70.6
Purchases Equipment	0	0	100.0*
Purchases Food & Supplies	5.9	0	94.1*
Clerical			
Answers Telephone	47.0	29.4	23.5

Host/Hostess
Page Five

COMPETENCIES	MUCH	SOME	NONE
Bookkeeping/Accounting	11.8%	47.0%	41.2%
Calculation of Costs	23.5	41.2	35.3
Greets Patrons	82.4	5.9	11.8
Makes Monetary Change	29.4	11.8	58.8
Operates Cash Register	76.5	17.6	5.9
Records Time, Production & Sales	11.8	11.8	76.5*
Seats Patrons	94.1	5.9	0
Takes Reservations	76.5	5.9	17.6
Types Menus & Correspondence	17.6	17.6	64.7
Maintenance Cleans Service Area	17.6	17.6	64.7
Makes Minor Repairs on Equipment	11.8	5.9	82.4*
Organizes Work Area	58.8	23.5	17.6
Uses & Cares for Equipment	29.4	11.8	58.8
Uses & Cares for Tools & Utensils	29.4	5.9	64.7
Utilizes Knowledge of Food Spoilage & Contamination	17.6	5.9	76.5*
Washes Dishes by Hand	11.8	0	88.2*
Washes Dishes Mechanically	17.6	0	82.4*

TABLE 13

KITCHEN HELPER

(D.O.T. 318.887)

Performs various duties, such as washing dishes, pots and pan by hand or mechanically, to keep work areas clean and orderly and assists cooks and bakers.

In the twenty-five establishments reporting employment of kitchen helpers, one hundred sixty-three are employed; ninety in hospitals and seventy-three in restaurants.

Of the eighteen respondents who reported on whether they would be more likely to hire someone with training, 22.2% said yes and 77.8% said no.

Thirty-one or 9.8% of the three hundred sixteen positions evaluated were kitchen helpers.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the duties of kitchen helper.

KITCHEN HELPER

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 13

Number of Respondents 31

COMPETENCIES	MUCH	SOME	NONE
General Knowledge Basic Food Chemistry	9.7%	32.2%	58.1%
Basic Math Skills Including First Degree Algebra	6.4	19.4	74.2
Basic Principles of Hygiene	61.3	29.0	9.7
Basic Principles of Nutrition	9.7	19.4	71.0
Basic Principles of Safety	64.5	22.6	12.9
Basic Principles of Sanitation	61.3	22.6	16.1
Complies with Health & Sanitation Laws & Regulations	45.2	22.6	32.2
Human Relations/Psychology	9.7	22.6	67.7
Introduction to Computer Science	0	12.9	87.1*
Knowledge of First Aid	19.4	35.5	45.2
Reading	29.0	12.9	58.1
Shop or Trade Vocabulary	19.4	6.4	74.2
Speaking	16.1	9.7	74.2
Weights & Measures Including Metric	12.9	12.9	74.2
Writing & Spelling	32.2	12.9	54.8
Understanding Customer & Employee Relationships	12.9	32.2	54.8
Management & Supervision Adjusts Complaints	3.2	6.4	90.3*
Arranges Parties & Special Services for Diners	3.2	9.7	87.1*
Assigns & Schedules Work Duties	0	12.9	87.1*

Kitchen Helper
Page Two

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	6.4%	9.7%	83.9%*
Basic Principles of Marketing & Merchandising	3.2	9.7	87.1*
Business & Industrial Relationships	0	12.9	87.1*
Business Organization & Administration	0	9.7	90.3*
Caters & Plans Special Functions	0	9.7	90.3*
Comprehends Facility Layout	6.4	12.9	80.6*
Coordinates All Activities	0	6.4	93.5*
Determines Policies, Portion Size, Control, Price Setting	0	9.7	90.3*
Economics: Production & Consumption	9.7	12.9	77.4*
Efficiency Improvement	19.4	16.1	64.5
Inspects Kitchen & Dining Room	6.4	3.2	90.3*
Interviews, Hires & Discharges Employees	0	9.7	90.3*
Knowledgeable of Food Service Statutes & Laws	6.4	16.1	77.4*
Knows Types of Commercial Food Service Operations	3.2	6.4	90.3*
Sales Analysis	6.4	9.7	83.9*
Supervises & Trains Employees	0	6.4	93.5*
Supervises Maintenance of Equipment	0	6.4	93.5*
Techniques of Management	6.4	12.9	80.6*
Food Preparation Analyzes Meat	6.4	19.4	74.2
Arranges Food Attractively	16.1	25.8	58.1
Carves Meats, Poultry & Other Dishes	6.4	16.1	77.4*

Kitchen Helper
Page Three

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	3.2%	12.9%	83.9%*
Decorates Food	6.4	19.4	74.2
Dietary Balance & Analysis	9.7	9.7	80.6*
Knows Ingredients & Their Properties	6.4	22.6	71.0
Prepares Alcoholic Beverages & Cocktails	0	3.2	96.8*
Prepares Non Alcoholic Beverages & Cocktails	0	9.7	90.3*
Prepares & Arranges Buffet	3.2	19.4	77.4*
Prepares Basic Sauces, Gravies & Salad Dressings	9.7	29.0	61.3
Prepares Bread & Rolls	12.9	12.9	74.2
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	12.9	25.8	61.3
Prepares Canapes & Hors d'oeuvres	6.4	12.9	80.6*
Prepares Convenience Foods	6.4	19.4	74.2
Prepares Decorative Showpieces	0	12.9	87.1*
Prepares Food Utilizing Microwave Cooking	12.9	12.9	74.2
Prepares Fruits	19.4	22.6	58.1
Prepares Gourmet Foods & Unusual Dishes	3.2	16.1	80.6*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	3.2	25.8	71.0
Prepares Salads	16.1	29.0	54.8
Prepares Sanwiches & Sandwich Fillings	16.1	32.2	51.6
Prepares Short Order Foods	6.4	22.6	71.0
Prepares Soups	9.7	19.4	71.0

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	16.1%	22.6%	61.3%
Sculptures in Ice	0	3.2	96.8*
Selects & Develops Recipes	0	3.2	96.8*
Tastes Food Before Serving	0	19.4	80.6*
Understands Recipes	9.7	22.6	67.7
Serving			
Checks Condiments	16.1	16.1	67
Checks Food & Drink Orders	19.4	3.2	77.4*
Portions Food on Plates	16.1	22.6	61.3
Reads Menu & Explains Items	3.2	6.4	90.3*
Refills Beverages at Table	3.2	12.9	83.9*
Removes Soiled Dishes from Table	19.4	6.4	74.2
Sells Desserts from Dessert Tray	6.4	0	93.5*
Serves Food	12.9	6.4	80.6*
Sets Table Service	9.7	9.7	80.6*
Sets Up & Works at Steam Table	16.1	19.4	64.5
Sets Up Food Trays	12.9	22.6	64.5
Takes Orders	3.2	3.2	93.5*
Purchasing			
Controls Food Costs	6.4	22.6	71.0
Keeps Food Records & Inventory	0	9.7	90.3*
Plans Menus	0	6.4	93.5*
Purchases Equipment	0	3.2	96.8*
Purchases Food & Supplies	0	3.2	96.8*
Clerical			
Answers Telephone	9.7	22.6	67.7

COMPETENCIES	MUCH	SOME	NONE
Bookkeeping/Accounting	0 %	12.9%	87.1%*
Calculation of Costs	6.4	9.7	83.9*
Greets Patrons	6.4	3.2	90.3*
Makes Monetary Change	6.4	3.2	90.3*
Operates Cash Register	6.4	3.2	90.3*
Records Time, Production & Sales	0	3.2	96.8*
Seats Patrons	0	6.4	93.5*
Takes Reservations	0	3.2	96.8*
Types Menus & Correspondence	0	3.2	96.8*
Maintenance Cleans Service Area	48.4	25.8	25.8
Makes Minor Repairs on Equipment	0	19.4	80.6*
Organizes Work Area	12.9	19.4	67.7
Uses & Cares for Equipment	29.0	22.6	48.4
Uses & Cares for Tools & Utensils	38.7	38.7	22.6
Utilizes Knowledge of Food Spoilage & Contamination	16.1	32.2	51.6
Washes Dishes by Hand	38.7	25.8	35.5
Washes Dishes Mechanically	61.3	16.1	22.6

TABLE 14

MANAGER

(D.O.T. 187.168)

Supervises and coordinates activities of all workers in a coffee shop, restaurant and/or other food service establishments.

In the twenty establishments reporting employment of managers, thirty are employed; seven in hospitals and twenty-three in restaurants. Two former students who responded are employed as managers, one in a hospital and the other in a restaurant.

Of the fifteen who reported on whether they would be more likely to hire someone with training, 93.3% said yes and 6.7% said no.

Employers reported that managers may also perform the duties of bartenders, hosts, cooks, and chefs.

Thirty or 9.5% of the three hundred sixteen positions evaluated were managers.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the duties of manager.

MANAGER

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 14 Number of Respondents 30

COMPETENCIES	MUCH	SOME	NONE
General Knowledge			
Basic Food Chemistry	56.7%	16.7%	26.7%
Basic Math Skills Including First Degree Algebra	60.0	6.7	33.3
Basic Principles of Hygiene	86.7	6.7	6.7
Basic Principles of Nutrition	63.3	13.3	23.3
Basic Principles of Safety	86.7	3.3	10.0
Basic Principles of Sanitation	80.0	6.7	13.3
Complies with Health & Sanitation Laws & Regulations	86.7	3.3	10.0
Human Relations/Psychology	76.7	20.0	3.3
Introduction to Computer Science	20.0	16.7	63.3
Knowledge of First Aid	60.0	23.3	16.7
Reading	60.0	16.7	23.3
Shop or Trade Vocabulary	50.0	13.3	36.7
Speaking	60.0	20.0	20.0
Weights & Measures Including Metric	40.0	23.3	36.7
Writing & Spelling	63.3	20.0	16.7
Understanding Customer & Employee Relationships	86.7	3.3	10.0
Management & Supervision			
Adjusts Complaints	73.3	13.3	13.3
Arranges Parties & Special Services for Diners	66.7	13.3	20.0
Assigns & Schedules Work Duties	76.7	6.7	16.7

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	70.0%	13.3%	16.7%
Basic Principles of Marketing & Merchandising	76.7	13.3	10.0
Business & Industrial Relationships	60.0	20.0	20.0
Business Organization & Administration	73.3	13.3	13.3
Caters & Plans Special Functions	70.0	6.7	23.3
Comprehends Facility Layout	63.3	10.0	26.7
Coordinates All Activities	73.3	6.7	20.0
Determines Policies, Portion Size, Control, Price Setting	73.3	6.7	20.0
Economics: Production & Consumption	56.7	13.3	30.0
Efficiency Improvements	76.7	16.7	6.7
Inspects Kitchen & Dining Room	76.7	16.7	6.7
Interviews, Hires & Discharges Employees	83.3	3.3	13.3
Knowledgeable of Food Service Statutes & Laws	83.3	10.0	6.7
Knows Types of Commercial Food Service Operations	70.0	13.3	16.7
Sales Analysis	66.7	16.7	16.7
Supervises & Trains Employees	80.0	10.0	10.0
Supervises Maintenance of Equipment	70.0	16.7	13.3
Techniques of Management	80.0	3.3	16.7
Food Preparation Analyzes Meat	66.7	6.7	26.7
Arranges Food Attractively	40.0	30.0	30.0
Carves Meats, Poultry & Other Dishes	20.0	20.0	60.0

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	20.0%	6.7%	73.3%
Decorates Food	16.7	13.3	70.0
Dietary Balance & Analysis	40.0	10.0	50.0
Knows Ingredients & Their Properties	60.0	16.7	23.3
Prepares Alcoholic Beverages & Cocktails	26.7	13.3	60.0
Prepares Non Alcoholic Beverages & Cocktails	23.3	16.7	60.0
Prepares & Arranges Buffet	40.0	6.7	53.3
Prepares Basic Sauces, Gravies & Salad Dressings	23.3	20.0	56.7
Prepares Bread & Rolls	20.0	6.7	73.3
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	20.0	16.7	63.3
Prepares Canapes & Hor d'oeuvres	16.7	16.7	66.7
Prepares Convenience Foods	16.7	16.7	66.7
Prepares Decorative Showpieces	20.0	10.0	70.0
Prepares Food Utilizing Microwave Cooking	16.7	6.7	76.7*
Prepares Fruits	16.7	6.7	76.7*
Prepares Gourmet Foods & Unusual Dishes	20.0	6.7	73.3
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	20.0	16.7	63.3
Prepares Salads	16.7	23.3	60.0
Prepares Sandwiches & Sandwich Fillings	26.7	20.0	53.3
Prepares Short Order Foods	33.3	13.3	53.3
Prepares Soups	20.0	10.0	70.0

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	20.0%	10.0%	70.0%
Sculptures in Ice	3.3	3.3	93.3*
Selects & Develops Recipes	50.0	13.3	36.7
Tastes Food Before Serving	43.3	20.0	36.7
Understands Recipes	43.3	20.0	36.7
Serving			
Checks Condiments	50.0	16.7	33.3
Checks Food & Drink Orders	56.7	26.7	16.7
Portions Food on Plates	36.7	13.3	50.0
Reads Menu & Explains Items	60.0	16.7	23.3
Refills Beverages at Table	16.7	10.0	73.3
Removes Soiled Dishes from Table	16.7	10.0	73.3
Sells Desserts from Dessert Tray	6.7	10.0	83.3*
Serves Food	30.0	6.7	63.3
Sets Table Service	20.0	13.3	66.7
Sets Up & Works at Steam Table	16.7	6.7	76.7*
Sets Up Food Trays	20.0	6.7	73.3
Takes Orders	30.0	6.7	63.3
Purchasing			
Controls Food Costs	80.0	6.7	13.3
Keeps Food Records & Inventory	76.7	6.7	16.7
Plans Menus	53.3	26.7	20.0
Purchases Equipment	60.0	10.0	30.0
Purchases Food & Supplies	66.7	13.3	20.0
Clerical			
Answers Telephone	63.3	16.7	20.0

COMPETENCIES	MUCH	SOME	NONE
Bookkeeping/Accounting	73.3%	10.0%	16.7%
Calculation of Costs	83.3	6.7	10.0
Greets Patrons	53.3	6.7	40.0
Makes Monetary Change	56.7	13.3	30.0
Operates Cash Register	56.7	26.7	16.7
Records Time, Production & Sales	70.0	10.0	20.0
Seats Patrons	36.7	13.3	50.0
Takes Reservations	60.0	6.7	33.3
Types Menus & Correspondence	43.3	20.0	36.7
Maintenance Cleans Service Area	36.7	13.3	50.0
Makes Minor Repairs on Equipment	60.0	20.0	20.0
Organizes Work Area	86.7	10.0	3.3
Uses & Cares for Equipment	63.3	23.3	13.3
Uses & Cares for Tools & Utensils	56.7	16.7	26.7
Utilizes Knowledge of Food Spoilage & Contamination	70.0	10.0	20.0
Washes Dishes by Hand	6.7	10.0	83.3
Washes Dishes Mechanically	23.3	3.3	73.3

TABLE 15

PANTRYMAN/WOMAN

(D.O.T. 317.884)

Prepares salads, appetizers, sandwich fillings and other cold dishes.

In the eight establishments reporting employment of a pantryman/woman seventeen are employed; four in hospitals and thirteen in restaurants. One former student who responded is employed as a pantry girl.

Of the eight respondents who reported on whether they would be more likely to hire someone with training, 75% said yes and 25% no.

Fifteen or 4.7% of the three hundred sixteen positions evaluated were pantrymen/women.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the duties of pantryman/woman.

PANTRYMAN/WOMAN

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 15 Number of Respondents 15

COMPETENCIES	MUCH	SOME	NONE
General Knowledge			
Basic Food Chemistry	13.3%	46.7%	40.0%
Basic Math Skills Including First Degree Algebra	0	53.3	46.7
Basic Principles of Hygiene	53.3	40.0	6.7
Basic Principles of Nutrition	20.0	33.3	46.7
Basic Principles of Safety	66.7	26.7	6.7
Basic Principles of Sanitation	60.0	20.0	20.0
Complies with Health & Sanitation Laws & Regulations	60.0	33.3	6.7
Human Relations/Psychology	6.7	60.0	33.3
Introduction to Computer Science	6.7	26.7	66.7
Knowledge of First Aid	20.0	60.0	20.0
Reading	26.7	40.0	33.3
Shop or Trade Vocabulary	13.3	46.7	40.0
Speaking	13.3	33.3	53.3
Weights & Measures Including Metric	26.7	26.7	46.7
Writing & Spelling	20.0	26.7	53.3
Understanding Customer & Employee Relationships	20.0	40.0	40.0
Management & Supervision			
Adjusts Complaints	6.7	13.3	80.0*
Arranges Parties & Special Services for Diners	6.7	20.0	73.3
Assigns & Schedules Work Duties	0	26.7	73.3

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	6.7%	20.0%	73.3%
Basic Principles of Marketing & Merchandising	26.7	13.3	60.0
Business & Industrial Relationships	6.7	20.0	73.3
Business Organization & Administration	0	26.7	73.3
Caters & Plans Special Functions	0	20.0	80.0*
Comprehends Facility Layout	13.3	20.0	66.7
Coordinates All Activities	6.7	6.7	86.7*
Determines Policies, Portion Size, Control, Price Setting	0	6.7	93.3*
Economics: Production & Consumption	20.0	20.0	60.0
Efficiency Improvements	33.3	33.3	33.3
Inspects Kitchen & Dining Room	0	13.3	86.7*
Interviews, Hires & Discharges Employees	0	6.7	93.3*
Knowledgeable of Food Service Statutes & Laws	20.0	20.0	60.0
Knows Types of Commercial Food Service Operations	6.7	13.3	80.0*
Sales Analysis	6.7	20.0	73.3
Supervises & Trains Employees	0	6.7	93.3*
Supervises Maintenance of Equipment	0	13.3	86.7*
Techniques of Management	6.7	20.0	73.3
Food Preparation Analyzes Meat	0	26.7	73.3
Arranges Food Attractively	33.3	26.7	40.0
Carves Meats, Poultry & Other Dishes	0	26.7	73.3

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	13.3%	13.3%	73.3%
Decorates Food	20.0	26.7	53.3
Dietary Balance & Analysis	6.7	26.7	66.7
Knows Ingredients & Their Properties	20.0	20.0	60.0
Prepares Alcoholic Beverages & Cocktails	0	6.7	93.3*
Prepares Non Alcoholic Beverages & Cocktails	6.7	6.7	86.7*
Prepares & Arranges Buffet	6.7	6.7	86.7*
Prepares Basic Sauces, Gravies & Salad Dressings	13.3	33.3	53.3
Prepares Bread & Rolls	6.7	13.3	80.0*
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	6.7	20.0	73.3
Prepares Canapes & Hor d'oeuvres	13.3	13.3	73.3
Prepares Convenience Foods	0	26.7	73.3
Prepares Decorative Showpieces	6.7	13.3	80.0*
Prepares Food Utilizing Microwave Cooking	6.7	13.3	80.0*
Prepares Fruits	40.0	33.3	26.7
Prepares Gourmet Foods & Unusual Dishes	13.3	6.7	80.0*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	6.7	13.3	80.0*
Prepares Salads	60.0	20.0	20.0
Prepares Sandwiches & Sandwich Fillings	40.0	20.0	40.0
Prepares Short Order Foods	13.3	6.7	80.0*
Prepares Soups	0	20.0	80.0*

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	6.7%	26.7%	66.7%
Sculptures in Ice	0	0	100.0*
Selects & Develops Recipes	6.7	13.3	80.0*
Tastes Food Before Serving	6.7	20.0	73.3
Understands Recipes	26.7	20.0	53.3
Serving			
Checks Condiments	0	46.7	53.3
Checks Food & Drink Orders	13.3	6.7	80.0*
Portions Food on Plates	20.0	20.0	60.0
Reads Menu & Explains Items	0	13.3	86.7*
Refills Beverages at Table	6.7	6.7	86.7*
Removes Soiled Dishes from Table	0	6.7	93.3*
Sells Desserts from Dessert Tray	6.7	20.0	73.3
Serves Food	0	26.7	73.3
Sets Table Service	6.7	13.3	80.0*
Sets Up & Works at Steam Table	6.7	40.0	53.3
Sets Up Food Trays	6.7	40.0	53.3
Takes Orders	0	6.7	93.3*
Purchasing			
Controls Food Costs	6.7	26.7	66.7
Keeps Food Records & Inventory	0	13.3	86.7*
Plans Menus	6.7	6.7	86.7*
Purchases Equipment	0	6.7	93.3*
Purchases Food & Supplies	0	6.7	93.3*
Clerical			
Answers Telephone	6.7	20.0	73.3

COMPETENCIES	MUCH	SOME	NONE
Bookkeeping/Accounting	0 %	26.7%	73.3%
Calculation of Costs	6.7	20.0	73.3
Greets Patrons	0	6.7	93.3*
Makes Monetary Change	0	6.7	93.3*
Operates Cash Register	0	6.7	93.3*
Records Time, Production & Sales	0	6.7	93.3*
Seats Patrons	0	6.7	93.3*
Takes Reservations	0	6.7	93.3*
Types Menus & Correspondence	0	6.7	93.3*
Maintenance Cleans Service Area	33.3	33.3	33.3
Makes Minor Repairs on Equipment	0	13.3	86.7*
Organizes Work Area	26.7	6.7	66.7
Uses & Cares for Equipment	33.3	33.3	33.3
Uses & Cares for Tools & Utensils	46.7	20.0	33.3
Utilizes Knowledge of Food Spoilage & Contamination	20.0	33.3	46.7
Washes Dishes by Hand	6.7	33.3	60.0
Washes Dishes Mechanically	13.3	26.7	60.0

TABLE 16

SHORT ORDER COOK

(D.O.T. 314.381)

Prepares and cooks to order all varieties of food which require only a short time to prepare.

In the thirteen establishments reporting employment of short order cooks, sixty-two are employed in restaurants and none in hospitals. Four of the former students who responded are employed as short order cooks in restaurants.

Of the twelve respondents who reported on whether they would be more likely to hire someone with training, 91.7% said yes and 8.3% said no.

Employers reported that short order cooks may also perform the duties of night manager.

Twenty-one or 6.6% of the three hundred sixteen positions evaluated were short order cooks.

The following table lists the competencies surveyed and the percentage of respondents who indicate a specific competency was needed to perform the duties of short order cook.

SHORT ORDER COOK

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 16

Number of Respondents 21

COMPETENCIES	MUCH	SOME	NONE
General Knowledge			
Basic Food Chemistry	28.6%	57.1%	14.3%
Basic Math Skills Including First Degree Algebra	14.3	42.8	42.8
Basic Principles of Hygiene	66.7	33.3	0
Basic Principles of Nutrition	52.4	28.6	19.0
Basic Principles of Safety	71.4	28.6	0
Basic Principles of Sanitation	71.4	19.0	9.5
Complies with Health & Sanitation Laws & Regulations	76.2	19.0	4.8
Human Relations/Psychology	23.8	38.1	38.1
Introduction to Computer Science	4.8	4.8	90.5*
Knowledge of First Aid	47.6	38.1	14.3
Reading	33.3	38.1	28.6
Shop or Trade Vocabulary	33.3	19.0	47.6
Speaking	33.3	9.5	57.1
Weights & Measures Including Metric	38.1	28.6	33.3
Writing & Spelling	28.6	23.8	47.6
Understanding Customer & Employee Relationships	42.8	33.3	23.8
Management & Supervision			
Adjusts Complaints	33.3	19.0	47.6
Arranges Parties & Special Services for Diners	0	23.8	76.2*
Assigns & Schedules Work Duties	9.5	19.0	71.4

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	9.5%	38.1%	52.4%
Basic Principles of Marketing & Merchandising	14.3	38.1	47.6
Business & Industrial Relationships	14.3	28.6	57.1
Business Organization & Administration	9.5	23.8	66.7
Caters & Plans Special Functions	14.3	9.5	76.2*
Comprehends Facility Layout	38.1	4.8	57.1
Coordinates All Activities	9.5	23.8	66.7
Determines Policies, Portion Size, Control, Price Setting	9.5	33.3	57.1
Economics: Production & Consumption	19.0	38.1	42.9
Efficiency Improvements	38.1	42.8	19.0
Inspects Kitchen & Dining Room	14.3	14.3	71.4
Interviews, Hires & Discharges Employees	0	9.5	90.5*
Knowledgeable of Food Service Statutes & Laws	19.0	28.6	52.4
Knows Types of Commercial Food Service Operations	28.6	23.8	47.6
Sales Analysis	4.8	28.6	66.7
Supervises & Trains Employees	23.8	9.5	66.7
Supervises Maintenance of Equipment	4.8	4.8	90.5*
Techniques of Management	14.3	33.3	52.4
Food Preparation Analyzes Meat	23.8	38.1	38.1
Arranges Food Attractively	61.9	19.0	19.0
Carves Meats, Poultry & Other Dishes	33.3	28.6	38.1

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	14.3%	23.8%	61.9%
Decorates Food	28.6	28.6	42.8
Dietary Balance & Analysis	33.3	28.6	38.1
Knows Ingredients & Their Properties	42.8	38.1	19.0
Prepares Alcoholic Beverages & Cocktails	0	9.5	90.5*
Prepares Non Alcoholic Beverages & Cocktails	4.8	14.3	81.0*
Prepares & Arranges Buffet	19.0	9.5	71.4
Prepares Basic Sauces, Gravies & Salad Dressings	19.0	33.3	47.6
Prepares Bread & Rolls	4.8	14	81.0*
Prepares Cakes, Cookies, Pies, Pastries Puddings & Other Desserts	14.3	19.0	66.7
Prepares Canapes & Hors d'oeuvres	14.3	28.6	57.1
Prepares Convenience Foods	28.6	28.6	42.8
Prepares Decorative Showpieces	9.5	14.3	76.2*
Prepares Food Utilizing Microwave Cooking	28.6	19.0	52.4
Prepares Fruits	14.3	28.6	57.1
Prepares Gourmet Foods & Unusual Dishes	9.5	9.5	81.0*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	57.1	19.0	23.8
Prepares Salads	33.3	19.0	47.6
Prepares Sandwiches & Sandwich Fillings	71.4	14.3	14.3
Prepares Short Order Foods	90.5	4.8	4.8
Prepares Soups	28.6	19.0	52.4

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	28.6%	33.3%	38.1%
Sculptures in Ice	0	4.8	95.2*
Selects & Develops Recipes	0	14.3	85.7*
Tastes Food Before Serving	33.3	28.6	38.1
Understands Recipes	47.6	19.0	33.3
Serving			
Checks Condiments	23.8	33.3	42.9
Checks Food & Drink Orders	23.8	19.0	57.1
Portions Food on Plates	47.6	19.0	33.3
Reads Menu & Explains Items	19.0	4.8	76.2*
Refills Beverages at Table	0	9.5	90.5*
Removes Soiled Dishes from Table	4.8	9.5	85.7*
Sells Desserts from Dessert Tray	4.8	14.3	80.9*
Serves Food	23.8	19.0	57.1
Sets Table Service	0	14.3	85.7*
Sets Up & Works at Steam Table	52.4	14.3	33.3
Sets Up Food Trays	23.8	14.3	61.9
Takes Orders	19.0	23.8	57.1
Purchasing			
Controls Food Costs	14.3	38.1	47.6
Keeps Food Records & Inventory	0	19.0	81.0*
Plans Menus	14.3	14.3	71.4
Purchases Equipment	4.8	4.8	90.5*
Purchases Food & Supplies	9.5	4.8	85.7*
Clerical			
Answers Telephone	14.3	23.8	61.9

COMPETENCIES	MUCH	SOME	NONE
Bookkeeping/Accounting	4.8%	28.6%	66.7%
Calculation of Costs	28.6	47.6	23.8
Greets Patrons	4.8	23.8	71.4
Makes Monetary Change	23.8	14.3	61.9
Operates Cash Register	14.3	14.3	71.4
Records Time, Production & Sales	4.8	9.5	85.7*
Seats Patrons	0	9.5	90.5*
Takes Reservations	0	9.5	90.5*
Types Menus & Correspondence	0	4.8	95.2*
Maintenance Cleans Service Area	47.6	33.3	19.0
Makes Minor Repairs on Equipment	4.8	19.0	76.2*
Organizes Work Area	52.4	28.6	19.0
Uses & Cares for Equipment	52.4	28.6	19.0
Uses & Cares for Tools & Utensils	57.1	38.1	4.8
Utilizes Knowledge of Food Spoilage & Contamination	57.1	19.0	23.8
Washes Dishes by Hand	23.8	14.3	61.9
Washes Dishes Mechanically	19.0	19.0	61.9

TABLE 17

SOUS CHEF (ASST.CHEF)

(D.O.T. 313.131)

Supervises and coordinates activities of cooks and other workers engaged in preparing and cooking foods. Cooks during rush periods and special events.

In the eight establishments reporting employment of sous chef, eighteen are employed; four in hospitals and fourteen in restaurants.

Of the eight respondents who reported on whether they would be more likely to hire someone with training, 87.5% said yes and 12.5% said no.

Employers reported that sous chefs may also perform the duties of cooks and bakers.

Eleven or 3.5% of the three hundred sixteen positions evaluated were sous chefs.

The following table lists the competencies surveyed, and the percentage of respondents who indicated a specific competency was needed to perform the duties of sous chef.

SOUS CHEF

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 17

Number of Respondents 11

COMPETENCIES	MUCH	SOME	NONE
General Knowledge			
Basic Food Chemistry	54.5%	36.4%	9.1%
Basic Math Skills Including First Degree Algebra	36.4	9.1	54.5
Basic Principles of Hygiene	72.7	18.2	9.1
Basic Principles of Nutrition	54.5	27.3	18.2
Basic Principles of Safety	54.5	36.4	9.1
Basic Principles of Sanitation	54.5	27.3	18.2
Complies with Health & Sanitation Laws & Regulations	63.6	27.3	9.1
Human Relations/Psychology	18.2	36.4	45.5
Introduction to Computer Science	9.1	18.2	72.7
Knowledge of First Aid	27.3	54.5	18.2
Reading	36.4	36.4	27.3
Shop or Trade Vocabulary	36.4	27.3	36.4
Speaking	27.3	27.3	45.5
Weights & Measures Including Metric	36.4	27.3	36.4
Writing & Spelling	36.4	27.3	36.4
Understanding Customer & Employee Relationships	36.4	36.4	27.3
Management & Supervision			
Adjusts Complaints	27.3	36.4	36.4
Arranges Parties & Special Services for Diners	9.1	36.4	54.5
Assigns & Schedules Work Duties	9.1	27.3	63.6

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	9.1%	27.3%	63.6%
Basic Principles of Marketing & Merchandising	45.5	27.3	27.3
Business & Industrial Relationships	18.2	27.3	54.5
Caters & Plans Special Functions	18.2	9.1	72.7
Comprehends Facility Layout	9.1	54.5	36.4
Coordinates All Activities	9.1	27.3	63.6
Determines Policies, Portion Size, Control, Price Setting	9.1	18.2	72.7
Economics: Production & Consumption	18.2	27.3	54.5
Efficiency Improvements	27.3	45.5	27.3
Inspects Kitchen & Dining Room	9.1	36.4	54.5
Interviews, Hires & Discharges Employees	9.1	9.1	81.8*
Knowledgeable of Food Service Statutes & Laws	18.2	18.2	63.6
Knows Types of Commercial Food Service Operations	9.1	36.4	54.5
Sales Analysis	9.1	27.3	63.6
Supervises & Trains Employees	18.2	9.1	72.7
Supervises Maintenance of Equipment	27.3	18.2	54.5
Techniques of Management	36.4	27.3	36.4
Food Preparation Analyzes Meat	45.5	27.3	27.3
Arranges Food Attractively	72.7	18.2	9.1
Carves Meats, Poultry & Other Dishes	45.5	18.2	36.4
Comprehends & Utilizes Diet Therapy	0	45.5	54.5

Sous Chef
Page Three

COMPETENCIES	MUCH	SOME	NONE
Decorates Food	27.3%	45.5%	27.3%
Dietary Balance & Analysis	27.3	45.5	27.3
Knows Ingredients & Their Properties	63.6	36.4	0
Prepares Alcoholic Beverages & Cocktails	0	0	100.0*
Prepares Non Alcoholic Beverages & Cocktails	36.4	0	63.6
Prepares & Arranges Buffet	27.3	63.6	9.1
Prepares Basic Sauces, Gravies & Salad Dressings	72.7	27.3	0
Prepares Bread & Rolls	18.2	27.3	54.5
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	27.3	27.3	45.5
Prepares Canapes & Hor d'oeuvres	27.3	54.5	18.2
Prepares Convenience Foods	18.2	54.5	27.3
Prepares Decorative Showpieces	27.3	54.5	18.2
Prepares Food Utilizing Microwave Cooking	36.4	27.3	36.4
Prepares Fruits	27.3	36.4	36.4
Prepares Gourmet Foods & Unusual Dishes	36.4	36.4	27.3
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	36.4	45.5	18.2
Prepares Salads	27.3	27.3	45.5
Prepares Sandwiches & Sandwich Fillings	18.2	36.4	45.5
Prepares Short Order Foods	18.2	18.2	63.6
Prepares Soups	36.4	36.4	27.3

Sous Chef
Page Four

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	45.5%	45.5%	9.1%
Sculptures in Ice	9.1	27.3	63.6
Selects & Develops Recipes	18.2	18.2	63.6
Tastes Food Before Serving	36.4	18.2	45.5
Understands Recipes	54.5	18.2	27.3
Serving Checks Condiments	18.2	27.3	54.5
Checks Food & Drink Orders	18.2	18.2	63.6
Portions Food on Plates	27.3	9.1	63.6
Reads Menu & Explains Items	18.2	18.2	63.6
Refills Beverages at Table	0	0	100.0*
Removes Soiled Dishes From Table	0	0	100.0*
Sells Desserts from Dessert Tray	9.1	0	90.9*
Serves Food	0	18.2	81.8*
Sets Table Service	0	0	100.0*
Sets Up & Works at Steam Table	18.2	27.3	54.5
Sets Up Food Trays	18.2	27.3	54.5
Takes Orders	18.2	0	81.8*
Purchasing Controls Food Costs	27.3	36.4	36.4
Keeps Food Records & Inventory	0	18.2	81.8*
Plans Menus	9.1	18.2	72.7
Purchases Equipment	9.1	9.1	81.8*
Purchases Food & Supplies	9.1	9.1	81.8*
Clerical Answers Telephone	18.2	18.2	63.6
Bookkeeping/Accounting	9.1	36.4	54.5

Sous Chef
Page Five

COMPETENCIES	MUCH	SOME	NONE
Calculation of Costs	36.4%	27.3%	36.4%
Greets Patrons	0	18.2	81.8*
Makes Monetary Change	0	9.1	90.9*
Operates Cash Register	0	9.1	90.9*
Records Time, Production & Sales	0	0	100.0*
Seats Patrons	0	0	100.0*
Takes Reservations	0	0	100.0*
Types Menus & Correspondence	0	9.1	90.9*
Maintenance Cleans Service Area	18.2	18.2	63.6
Makes Minor Repairs on Equipment	0	54.5	45.5
Organizes Work Area	27.3	27.3	45.5
Uses & Cares for Equipment	54.5	27.3	18.2
Uses & Cares for Tools & Utensils	72.7	27.3	0
Utilizes Knowledge of Food Spoilage & Contamination	45.5	27.3	18.2
Washes Dishes by Hand	9.1	0	90.9*
Washes Dishes Mechanically	9.1	0	90.9*

TABLE 18

WAITER/WAITRESS

(D.O.T. 311.878)

Serves meals to patrons according to established rules of etiquette.

In the eighteen establishments reporting employment of waiters/waitresses, two hundred fifty-three are employed in restaurants and none in hospitals. Three of the former students who responded are employed as waitresses.

Of the sixteen respondents who reported on whether they would be more likely to hire someone with training, 81.2% said yes and 18.8% said no.

Employers reported that waiters/waitresses may also perform the duties of kitchen helpers and hosts or hostesses.

Twenty-five or 7.9% of the three hundred sixteen positions evaluated were waiters/waitresses.

The following table lists the competencies surveyed and the percentage of respondents who indicated a specific competency was needed to perform the duties of waiter/waitress.

WAITER/WAITRESS

DEGREE OF PROFICIENCY OR KNOWLEDGE THAT EMPLOYEES NEED TO PERFORM IN THIS POSITION

TABLE 18

Number of Respondents 25

COMPETENCIES	MUCH	SOME	NONE
General Knowledge Basic Food Chemistry	16.0%	36.0%	48.0%
Basic Math Skills Including First Degree Algebra	36.0	20.0	44.0
Basic Principles of Hygiene	76.0	12.0	12.0
Basic Principles of Nutrition	12.0	32.0	56.0
Basic Principles of Safety	64.0	36.0	0
Basic Principles of Sanitation	68.0	24.0	8.0
Complies with Health & Sanitation Laws & Regulations	80.0	20.0	0
Human Relations/Psychology	52.0	28.0	20.0
Introduction to Computer Science	4.0	8.0	88.0*
Knowledge of First Aid	24.0	52.0	24.0
Reading	48.0	20.0	32.0
Shop or Trade Vocabulary	36.0	20.0	44.0
Speaking	52.0	20.0	28.0
Weights & Measures Including Metric	20.0	12.0	68.0
Writing & Spelling	56.0	20.0	24.0
Understanding Customer & Employee Relationships	60.0	28.0	12.0
Management & Supervision Adjusts Complaints	32.0	36.0	32.0
Arranges Parties & Special Services for Dihers	8.0	8.0	84.0*
Assigns & Schedules Work Duties	4.0	8.0	88.0*

COMPETENCIES	MUCH	SOME	NONE
Basic Principles of Advertising	12.0%	28.0%	60.0%
Basic Principles of Marketing & Merchandising	20.0	24.0	56.0
Business & Industrial Relationships	20.0	20.0	60.0
Business Organization & Administration	8.0	8.0	84.0*
Caters & Plans Special Functions	8.0	4.0	88.0*
Comprehends Facility Layout	16.0	12.0	72.0
Coordinates All Activities	0	4.0	96.0*
Determines Policies, Portion Size, Control, Price Setting	0	8.0	92.0*
Economics: Production & Consumption	8.0	12.0	80.0*
Efficiency Improvements	36.0	36.0	28.0
Inspects Kitchen & Dining Room	20.0	4.0	76.0*
Interviews, Hires & Discharges Employees	0	4.0	96.0*
Knowledgeable of Food Service Statutes of Laws	12.0	20.0	68.0
Knows Types of Commercial Food Service Operations	4.0	20.0	76.0*
Sales Analysis	20.0	12.0	68.0
Supervises & Trains Employees	4.0	16.0	80.0*
Supervises Maintenance of Equipment	8.0	4.0	88.0*
Techniques of Management	12.0	8.0	80.0*
Food Preparation			
Analyzes Meat	16.0	0	84.0*
Arranges Food Attractively	20.0	40.0	40.0
Carves Meats, Poultry & Other Dishes	0	8.0	92.0*

COMPETENCIES	MUCH	SOME	NONE
Comprehends & Utilizes Diet Therapy	4.0%	12.0%	84.0%*
Decorates Food	4.0	16.0	80.0*
Dietary Balance & Analysis	8.0	12.0	80.0*
Knows Ingredients & Their Properties	12.0	24.0	64.0
Prepares Alcoholic Beverages & Cocktails	4.0	16.0	80.0*
Prepares Non Alcohoiic Beverages & Cocktails	24.0	0	76.0*
Prepares & Arranges Buffet	4.0	20.0	76.0*
Prepares Basic Sauces, Gravies & Salad Dressings	0	16.0	84.0*
Prepares Bread & Rolls	0	4.0	96.0*
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts	0	4.0	96.0*
Prepares Canapes & Hors d'oeuvres	4.0	4.0	92.0*
Prepares Convenience Foods	0	16.0	84.0*
Prepares Decorative Showpieces	4.0	8.0	88.0*
Prepares Food Utilizing Microwave Cooking	0	4.0	96.0*
Prepares Fruits	0	8.0	92.0*
Prepares Gourmet Foods & Unusual Dishes	0	4.0	96.0*
Prepares Meats, Poultry, Fish, Eggs and/or Entree's	0	4.0	96.0*
Prepares Salads	12.0	28.0	60.0
Prepares Sandwiches & Sandwich Fillings	4.0	16.0	80.0*
Prepares Short Order Foods	4.0	12.0	84.0*
Prepares Soups	0	0	100.0*

COMPETENCIES	MUCH	SOME	NONE
Prepares Vegetables	0 %	0 %	100.0%*
Sculptures in Ice	0	4.0	96.0*
Selects & Develops Recipes	0	0	100.0*
Tastes Food Before Serving	4.0	8.0	88.0*
Understands Recipes	0	8.0	92.0*
Serving			
Checks Condiments	24.0	20.0	56.0
Checks Food & Drink Orders	48.0	28.0	24.0
Portions Food on Plates	4.0	20.0	76.0*
Reads Menu & Explains Items	36.0	16.0	48.0
Refills Beverages at Table	68.0	20.0	12.0
Removes Soiled Dishes from Table	68.0	12.0	20.0
Sells Desserts from Dessert Tray	26.0	16.0	48.0
Serves Food	84.0	8.0	8.0
Sets Table Service	68.0	12.0	20.0
Sets Up & Works at Steam Table	0	8.0	92.0*
Sets Up Food Trays	20.0	16.0	64.0
Takes Orders	88.0	4.0	8.0
Purchasing			
Controls Food Costs	8.0	12.0	80.0*
Keeps Food Records & Inventory	0	12.0	88.0*
Plans Menus	0	12.0	88.0*
Purchases Equipment	0	0	100.0*
Purchases Food & Supplies	4.0	0	96.0*
Clerical			
Answers Telephone	28.0	24.0	48.0

COMPETENCIES	MUCH	SOME	NONE
Bookkeeping/Accounting	8.0%	24.0%	68.0%
Calculation of Costs	12.0	28.0	60.0
Greets Patrons	48.0	8.0	44.0
Makes Monetary Change	16.0	20.0	64.0
Operates Cash Register	44.0	28.0	28.0
Records Time, Production & Sales	8.0	4.0	88.0*
Seats Patrons	40.0	16.0	44.0
Takes Reservations	20.0	12.0	68.0
Types Menus & Correspondence	0	8.0	92.0*
Maintenance Cleans Service Area	48.0	40.0	12.0
Makes Minor Repairs on Equipment	0	4.0	96.0*
Organizes Work Area	40.0	28.0	32.0
Uses & Cares for Equipment	20.0	28.0	52.0
Uses & Cares for Tools & Utensils	32.0	28.0	40.0
Utilizes Knowledge of Food Spoilage & Contamination	28.0	16.0	56.0
Washes Dishes by Hand	20.0	12.0	68.0
Washes Dishes Mechanically	20.0	8.0	72.0

CHAPTER IV

CONCLUSIONS

The study was conducted for the Wisconsin Board of Vocational, Technical and Adult Education. The major purposes of the study were to (1) identify competencies that employers and employees consider necessary to perform the duties of different food service positions; (2) resultant data of the study will be used to facilitate development of a statewide model for use in articulation of food service instruction within secondary and post-secondary vocational and technical programs related to realistic employment competencies.

The findings of the study are based upon three hundred and sixteen (316) position evaluations. In reviewing the preceding tables of resultant data from the position evaluations, we observe common competencies for the sixteen (16) different positions evaluated. They include the following: basic math, hygiene, safety, sanitation, human relations and psychology, first aid, reading, trade vocabulary, speaking, customer and employee relationships, efficiency improvements, cleaning of service areas, use and care of equipment and utensils.

In reviewing the position evaluations, we observe that the respondents have expressed clear opinions as to which competencies are requested for proficient job performance. The various tables of data illustrate skill areas necessary for job performance. Thus the major objective of the study has been accomplished, as competencies that both employees and employers consider necessary have been identified. With the assembled resultant data, the curriculum builders of the 1973 Food Service Articulation Workshop will be able to develop an articulated curriculum on the basis of competencies that will be recognized by employers and students as being occupationally realistic and relevant for the learner.

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APPENDIX

COMPETENCIES / JOB TITLE	Baker & Pastry Cook		Bartender		Busboy		Chef		Sous Chef (Asst. Chef)		Cook		Cook Short Order		Counterman/Woman & Carhop		Food Service Supervisor		Host/Hostess		Kitchen Helper		Manager		Pantryman/Woman		Waiter/Waitress	
	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S
General Knowledge Basic Food Chemistry																												
Basic Math Skills Including First Degree Algebra																												
Basic Principles of Advertising																												
Basic Principles of Hygiene																												
Basic Principles of Marketing and Merchandising																												
Basic Principles of Nutrition																												
Basic Principles of Safety																												
Basic Principles of Sanitation																												
Bookkeeping/Accounting																												
Business & Industrial Rel.																												
Business Organization and Administration																												
Calculation of Costs																												

APPENDIX A

COMPETENCIES / JOB TITLE	Baker & Pastry Cook		Bartender		Busboy		Chef		Sous Chef (Asst. Chef)		Cook		Cook Short Order		Counterman/Woman & Carhop		Food Service Supervisor		Host/Hostess		Kitchen Helper		Manager		Pantryman/Woman		Waiter/Waitress	
	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S
Dietary Balance & Analysis																												
Economics: Production and Consumption																												
Efficiency Improvements																												
Human Relations/Psychology																												
Introduction to Computer Science																												
Knowledge of First Aid																												
Reading																												
Sales Analysis																												
Shop or Trade Vocabulary																												
Speaking																												
Techniques of Management																												
Weights & Measures Including Metric																												
Writing & Spelling																												

COMPETENCIES / JOB TITLE	Baker & Pastry Cook		Bartender		Busboy		Chef		Sous Chef (Asst. Chef)		Cook		Cook Short Order		Counterman/Woman & Carhop		Food Service Supervisor		Host/Hostess		Kitchen Helper		Manager		Pantryman/Woman		Waiter/Waitress	
	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S
Understanding Customer and Employee Relationships																												
Specific Skills Adjusts Complaints																												
Analyzes Meat																												
Answers Telephone																												
Arranges Food Attractively																												
Arranges Parties & Special Services for Diners																												
Assigns & Schedules Work Duties																												
Carves Meats, Poultry & Other Dishes																												
Caters & Plans Special Functions																												
Checks Condiments																												
Checks Food & Drink Orders																												
Cleans Service Area																												

COMPETENCIES / JOB TITLE	Baker & Pastry Cook		Bartender		Busboy		Chef		Sous Chef (Asst. Chef)		Cook		Cook Short Order		Counterman/Woman & Carhop		Food Service Supervisor		Host/Hostess		Kitchen Helper		Manager		Pantryman/Woman		Waiter/Waitress	
	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S
Complies with Health & Sanitation Laws & Regulations																												
Comprehends & Utilizes Diet Therapy																												
Comprehends Facility Layout																												
Controls Food Costs																												
Coordinates All Activities																												
Decorates Food																												
Determines Policies, Portion Size, Control, Price Setting																												
Greets Patrons																												
Inspects Kitchen & Dining Room																												
Interviews, Hires & Discharges Employees																												
Keeps Food Records & Inventory																												
Knowledgeable of Food Service Statutes & Laws																												

COMPETENCIES / JOB TITLE	Baker & Pastry Cook		Bartender		Busboy		Chef		Sous Chef (Asst. Chef)		Cook		Cook Short Order		Counterman/Woman & Carhop		Food Service Supervisor		Host/Hostess		Kitchen Helper		Manager		Pantryman/Woman		Waiter/Waitress	
	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S
Knows Ingredients & Their Properties																												
Knows Types of Commercial Food Service Operations																												
Makes Monetary Change																												
Makes Minor Repairs on Equipment																												
Operates Cash Register																												
Organizes Work Area																												
Plans Menus																												
Portions Food on Plates																												
Prepares Alcoholic Beverages & Cocktails																												
Prepares Non Alcoholic Beverages & Cocktails																												
Prepares & Arranges Buffet																												

COMPETENCIES / JOB TITLE	Baker & Pastry Cook		Bartender		Busboy		Chef		Sous Chef (Asst. Chef)		Cook		Cook Short Order		Counterman/Woman & Carhop		Food Service Supervisor		Host/Hostess		Kitchen Helper		Manager		Pantryman/Woman		Waiter/Waitress	
	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S
Prepares Basic Sauces, Gravies & Salad Dressings																												
Prepares Bread & Rolls																												
Prepares Cakes, Cookies, Pies, Pastries, Puddings & Other Desserts																												
Prepares Canapes & Hors d'oeuvres																												
Prepares Convenience Foods																												
Prepares Decorative Showpieces																												
Prepares Food Utilizing Microwave Cooking																												
Prepares Fruits																												
Prepares Gourmet Foods & Unusual Dishes																												
Prepares Meats, Poultry, Fish, Eggs and/or Entree's																												
Prepares Salads																												

COMPETENCIES / JOB TITLE	Baker & Pastry Cook		Bartender		Busboy		Chef		Sous Chef (Asst. Chef)		Cook		Cook Short Order		Counterman/Woman & Carhop		Food Service Supervisor		Host/Hostess		Kitchen Helper		Manager		Pantryman/Woman		Waiter/Waitress	
	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S
Prepares Sandwiches & Sandwich Fillings																												
Prepares Short Order Foods																												
Prepares Soups																												
Prepares Vegetables																												
Purchases Equipment																												
Purchases Food & Supplies																												
Reads Menu & Explains Items																												
Records Time, Production & Sales																												
Refills Beverages at Table																												
Removes Soiled Dishes From Table																												
Sculptures In Ice																												
Seats Patrons																												
Selects & Develops Recipes																												

COMPETENCIES / JOB TITLE	Baker & Pastry Cook		Bartender		Busboy		Chef		Sous Chef (Asst. Chef)		Cook		Cook Short Order		Counterman/Woman & Carhop		Food Service Supervisor		Host/Hostess		Kitchen Helper		Manager		Pantryman/Woman		Waiter/Waitress	
	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S
Sells Desserts From Dessert Tray																												
Serves Food																												
Sets Table Service																												
Sets Up & Works at Steam Table																												
Sets Up Food Trays																												
Supervises & Trains Employees																												
Supervises Maintenance of Equipment																												
Takes Orders																												
Takes Reservations																												
Tastes Food Before Serving																												
Types Menus & Correspondence																												
Understands Recipes																												
Uses and Cares for Equipment																												

COMPETENCIES	JOB TITLE	Baker & Pastry Cook		Bartender		Busboy		Chef		Sous Chef (Asst. Chef)		Cook		Cook Short Order		Counterman/Woman & Carhop		Food Service Supervisor		Host/Hostess		Kitchen Helper		Manager		Pantryman/Woman		Waiter/Waitress	
		M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S	M	S
Uses & Cares for Tools & Utensils																													
Utilizes Knowledge of Food Spoilage & Contamination																													
Washes Dishes by Hand																													
Washes Dishes Mechanically																													
Other (please list from your general knowledge)																													

Southwest Wisconsin Vocational-Technical Institute

Bronson Boulevard
Fennimore, Wisconsin 53809
Phone: 608-822-3262

Ronald H. Anderson
District Director

APPENDIX B

February 28, 1973

Dear Employer:

The Wisconsin Board of Vocational, Technical and Adult Education has approved a research and curriculum development project for improving the food service educational programs in Wisconsin to provide you with better trained personnel. The project is being cooperatively conducted with the Southwest Wisconsin Vocational-Technical School, the Wisconsin Restaurant Association, and the Wisconsin Department of Public Instruction.

Although the enclosed questionnaire appears long, we would appreciate it if you would take sufficient time to respond. The results of this survey will be very important to the future of food service programs offered in high schools and vocational, technical schools.

This summer a group of Wisconsin educators and food service personnel will be utilizing the results of this survey to develop an articulation program for high school and post-high food service.

We would appreciate receiving the completed questionnaire and General Information Sheet by March 23, 1973. A self addressed stamped envelope is enclosed for your use.

If you have any questions please contact Mrs. Charlotte Brainerd at (608) 822-3262 or Mrs. Linda Wagner at (608) 822-3184.

Thank you for your cooperation.

Sincerely,

Ronald H Anderson

Ronald H. Anderson
District Director

sk

Enclosures

GENERAL INFORMATION

Name of establishment _____

Address _____

Name of person responding to questionnaire and title _____

_____

Telephone number _____

Explain operation - Please check your type of facility -

Service Restaurant _____ Cafeteria ____ Snack Bar ____ Coffee Shop _____
Car Hostess Drive In _____ Take Out _____ Self Service _____ Tavern ____
Institutional _____ Other (Specify) _____

Job Title*	No. of People Employed, Major Job Classification	Would You Be Most Likely To Hire Someone With Occ. Training	
		Yes	No
Baker & Pastry Cook			
Bartender			
Busboy			
Chef			
Sous (Asst.) Chef			
Cook			
Short Order Cook			
Counterman/Woman & Carhop			
Food Service Supervisor			
Host/Hostess			
Kitchen Helper			
Manager			
Pantryman/Woman			
Waiter/Waitress			
Other			

If any of your employees fit into more than one job classification please list below their major job (over 50% of time) and also any other jobs that they perform. For example a cook may also be a short order cook and a counterman.

Major Job — Other Jobs

_____

_____

_____

* Refer to page 4 on definitions

Directions for Completing Questionnaire:

Employment competencies which relate to employees in the Food Service Industry are listed on the following pages. Please check each competency in the appropriate column that you feel is necessary for the employee. Indicate this for only the job titles you employ. For example if you employ a cook, follow down the column under "cook" and respond to each competency listed by checking the appropriate box for much (M) or some (S). If you believe a job requires much proficiency, meaning he must be able to do that task extremely well and sometimes teach others, check the M column. If the job requires some proficiency so that the person only need know the task and it is not too important to the job, check the S column.

If you do not feel a competency is necessary for that job leave it blank. If you do not employ anyone for a particular job title leave that column blank throughout the questionnaire.

Please add any other job titles you may have in your establishment by crossing out one or more of the existing titles that do not apply and writing in your titles. Also please list any additional competencies that you feel are necessary to do any of the jobs you have in your establishment.

EXAMPLE:

Competencies	Baker		Cook		Waiter Waitress	
	M	S	M	S	M	S
Basic Math			✓			
Bakes Bread				✓		
Prepares Meat			✓			
Serves Customers						

DEFINITIONS

(For use in completing general information sheet and questionnaire)

Bakers & Pastry Cook - Prepares and bakes bread, rolls, biscuits, cakes, cookies, pies, puddings and desserts according to recipe.

Bartender - Mixes and serves alcoholic and nonalcoholic drinks to patrons of the bar.

Busboy - Cleans and sets table and performs other duties to facilitate food service.

Chef - Supervises, coordinates and participates in activities of cooks and other kitchen personnel engaged in preparing and cooking foods.

Sous Chef (Assistant Chef) - Supervises and coordinates activities of cooks and other workers engaged in preparing and cooking foods. Cooks during rush periods and special events.

Cook - Prepares, seasons and cooks soups, meats, vegetables, desserts and other foodstuffs.

Cook, Short Order - Prepares and cooks to order all kinds of food which require only a short time to prepare.

Counterman/Woman and Carhops - Serves food to diners in fast food service establishments.

Food Service Supervisor - Trains and supervises employees engaged in serving food in hospitals, nursing homes, schools or college food service departments or similar institutions.

Host/Hostess - Welcomes patrons, seats them at tables and supervises and coordinates activities of dining room employees to provide courteous and rapid service to diners.

Kitchen Helper - Performs various duties, such as washing dishes, pots and pans by hand or mechanically, to keep work areas clean and orderly and assists cooks and bakers.

Manager - Supervises and coordinates activities of all workers in coffee shop, restaurant and/or other food service establishments.

Pantryman/Woman - Prepares salads, appetizers, sandwich fillings and other cold dishes.

Waiter/Waitress - Serves meals to patrons according to established rules of etiquette.

Southwest Wisconsin Vocational-Technical Institute
Bronson Boulevard
Fennimore, Wisconsin 53809
Phone: 608-822-3262

Ronald H. Anderson
District Director

APPENDIX C

February 28, 1973

Dear Employee:

The Wisconsin Board of Vocational, Technical and Adult Education has approved a research and curriculum development project for improving the food service educational programs in Wisconsin in order to provide better training. It is being cooperatively conducted with the Southwest Wisconsin Vocational-Technical School, the Wisconsin Restaurant Association, and the Wisconsin Department of Public Instruction.

Although the enclosed questionnaire appears long, we would appreciate it if you would take the time to respond. Since you have recently completed one of the food service programs and are now employed, your response will be of great value in revising the food service programs in high school and/or post-high vocational, technical schools.

This summer a group of Wisconsin educators and food service personnel will use the results of this survey to develop an articulation program for high school and post-high food service.

We would appreciate receiving the completed questionnaire and General Information Sheet by March 23, 1973. A self addressed stamped envelope is enclosed for your use.

If you have any questions please contact Mrs. Charlotte Brainerd at (608) 822-3262 or Mrs. Linda Wagner at (608) 822-3184.

Thank you for your cooperation.

Sincerely,

Ronald H Anderson

Ronald H. Anderson
District Director

sk

Enclosures

GENERAL INFORMATION SHEET

Name _____

Address _____

_____

Name of establishment where you work _____

Address _____

Job Title _____

Have you had any training for this job? _____

What kind of training have you had? (Check all that apply)

On-The-Job ____
High School ____
Vocational-Technical School ____
Other ____

Do you feel this training is helpful to you on your job? _____

Briefly indicate which part of the training was especially helpful - _____

_____

_____

_____

_____

Briefly indicate which part of the training was of no help - _____

_____

_____

_____

_____

Directions for Completing Questionnaire:

Employment competencies which relate to employees in the Food Service Industry are listed on the following pages. Please check each competency that applies to your job. For example, if you are presently employed as a cook, indicate the competencies needed for your position. For each job title there are two columns, an M (much) and S (some), which relate to competency proficiency. If you must do a particular competency extremely well check the M column. If your job requires that you only know about a particular task and it is not too important to your job, check the S column. If you do not feel a particular competency is necessary to perform your job leave that competency blank.

If there are some competencies missing that you feel are necessary in your job, please list them at the end. Also if your job title was not included at the top, cross out one of the existing job titles and replace it with your title.

FOR EXAMPLE:

Competency	Baker		Cook		Waiter Waitress	
	M	S	M	S	M	S
Basic Math			✓			
Bakes Bread				✓		
Prepares Meat			✓			
Serves Customers						

APPENDIX D

STEERING COMMITTEE

Dr. Elizabeth Monts
Associate Professor
Home Economics Education
University of Wisconsin
Madison, Wisconsin 53703

Mr. Kolbert Schrichte
Executive Vice President
Wisconsin Restaurant Association
626 North Van Buren
Milwaukee, Wisconsin 53202

Mr. Merle Bodine
Chief, Manpower Development & Training
Wisconsin Board of Vocational,
Technical & Adult Education
4802 Sheboygan Avenue
Madison, Wisconsin 53702

Miss Margaret Apel
Home Economics Vocational Advisor
Wisconsin Dept. of Public Instruction
126 Langdon Street
Madison, Wisconsin 53702

Mr. Ruel Falk
Bureau Director of Manpower
and Vocational Education
Wisconsin Dept. of Public Instruction
126 Langdon Street
Madison, Wisconsin 53702

Mrs. Gladys Olson
Home Economics Coordinator
Blackhawk Vocational-Technical School
Beloit Campus
1149 Fourth Street
Beloit, Wisconsin 53511

Mrs. Marilyn Loberg
Home Economics Coordinator
Fox Valley Technical Institute
228 Algoma Boulevard
Oshkosh, Wisconsin 54901

Mr. Robert Johnson
Quantity Foods Coordinator
Vocational, Technical & Adult Education
620 West Clairemont Avenue
Eau Claire, Wisconsin 54701

Mr. Ronald Anderson
District Director
Southwest Wisconsin Vocational-
Technical Institute
1170 Lincoln Avenue
Fennimore, Wisconsin 53809

Mr. Daniel Wagner
Research & Development Administrator
Southwest Wisconsin Vocational-
Technical Institute
1170 Lincoln Avenue
Fennimore, Wisconsin 53809

APPENDIX E

WISCONSIN FOOD SERVICES CURRICULUM ARTICULATION COMMITTEE

POST-SECONDARY PROGRAMS

Mr. Richard Hantelmann
Southwest Wis. Voc.-Tech. Institute
Fennimore

Mr. Robert E. Johnson
Quantity Foods Coordinator
Voc., Tech., & Adult Education
Eau Claire

Mr. Kurt Kahl
Food Service Assistant
Gateway Voc., Tech., & Adult Educ.
Elkhorn

Mrs. Marilyn Loberg
Home Economics Chairman
Voc., Tec., & Adult Education
Appleton

Mrs. Shirley Lotze
Home Economics Division
Western Wis. Technical Institute
La Crosse

Mr. Raymond Ludka
Food Service Instructor
Racine Technical Institute
Racine

Mr. Robert F. Martin
Waukesha County Technical Institute
Pewaukee

Mrs. Nancy McCreary
Foods Teacher--Coordinator
Madison Area Technical College
Madison

Mrs. Gladys Olson, Div. Chrm.
Home Economics Department
Blackhawk Voc.-Tech. Schools
Beloit

Mrs. Mariam Racine
Quantity Food Preparation Prog.
Madison Area Technical College
Madison

Mr. John Stephen
Southwest Wis. Voc.-Tech. Institute
Fennimore

SECONDARY PROGRAMS

Ms. Claire Borer
Food Service Coordinator
Appleton High School-West
Appleton

Mrs. Sylvia Lowell
Memorial Senior High School
Madison

Mrs. Joan Smith, Instructor
Home Economics Coop Program
West Division High School
Milwaukee

Ms. Elaine Staaland
Hamilton High School
Sussex

Ms. Carol VanDyke
Clinton High School
Clinton

OTHER - PROJECT OBSERVER

Mrs. Elizabeth Peters
College Du Page
Glen Ellyn, Illinois

PROJECT CONSULTANT

Dr. Elizabeth A. Monts, Chrm.
Home Economics Education
University of Wisconsin
Madison

PROJECT DIRECTOR

Mrs. Charlotte Brainerd
Home Economics Coordinator
Southwest Wis. Voc.-Tech.
Institute
Fennimore

PROJECT COORDINATOR

Ms. Carol L. Andersen
Southwest Wis. Voc.-Tech.
Institute
Madison

WISCONSIN FOOD SERVICES CURRICULUM ARTICULATION COMMITTEE (CONT)

CONSULTANTS - SPONSORING STATE AGENCIES

Ms. Helen Scheve
Home Economics Consultant
Wisconsin State Board of Vocational,
Technical, and Adult Education
Madison

Mrs. Margaret Apel
Home Economics Consultant
Department of Public Instruction
Madison

CURRICULUM ARTICULATION COMMITTEE WORKSHOPS:

May 18-19, 1973 and June 10-22, 1973
The St. Benedict Center - Madison, Wisconsin

APPENDIX F

COMPETENCY IDENTIFICATION COMMITTEE

SECONDARY TEACHERS

Mrs. Vera Villman
Ashland High School
Ashland, WI 54806

Mrs. Mildred Doss
West Bend High School
West Bend, WI 53095

POST HIGH SCHOOL TEACHERS

Mrs. Daniel Jeatran
Food Service, Restaurant and Hotel Cookery
Milwaukee Area Technical College
1015 North Sixth Street
Milwaukee, WI 53203

Mr. Allen O. Munson
Instructor, Quantity Food Preparation
Ashland Vocational, Technical and Adult Education
2100 Beaver Avenue
Ashland, WI 54806

FOODS PERSONNEL - EMPLOYER

Mr. Art Baryenbruch
Fenmore Hills Supper Club
Fennimore, WI 53809

BUSINESS PERSONNEL

Mr. Lyle Poole
Cuba Club & Pool's Northgate
5614 Lake Mendota Drive
Madison, WI 53705

Mr. Kolbe Schrichte
Executive Vice President
Wisconsin Restaurant Association
611 North Broadway - Suite 501
Milwaukee, WI 53202

EMPLOYEES - FOOD SERVICE

Mr. Ken Wise
Chef
Cuba Club
Madison, WI 53705

GENERAL EDUCATION INSTRUCTOR

Mr. William Wolfe
Southwest Wisconsin Vocational-Technical Institute
Bronson Boulevard
Fennimore, WI 53809

TEACHER EDUCATOR

Mr. Thomas Phillips
University of Wisconsin-Stout
Menomonie, WI 54751

COORDINATORS

Mrs. Ellen Meister
Coordinator of Education
545 West Dayton
Madison, WI 53703

Mrs. Charlotte Jaeger
Home Economics Coordinator
Vocational, Technical and Adult Education
3520 - 30th Avenue
Kenosha, WI 53140

Mrs. Charlotte Brainerd
Home Economics Coordinator
Southwest Wisconsin Vocational-Technical Institute
Bronson Boulevard
Fennimore, WI 53809

VOCATIONAL COUNSELOR

Mrs. Shirley Sweet
Guidance Counselor
Blackhawk Vocational-Technical School
1149 Fourth Street
Beloit, WI 53511

COMPETENCY IDENTIFICATION COMMITTEE (CONT.)

OTHER

Mr. James Ceille
Ceille's Country Garden Restaurant
911 West Layton Avenue
Milwaukee, WI 53221

Mr. Carl Ratzsch
320 East Mason Street
Milwaukee, WI 53202

Ms. Helen Scheve
Home Economics Consultant
Wisconsin State Board of Vocational,
Technical and Adult Education
Madison, WI 53702

Mrs. Margaret Apel
Home Economics Consultant
Department of Public Instruction
Madison, WI